TERMS & CONDITIONS
ASTRO SAMSUNG TV BUNDLE
("Campaign")

1. These terms and conditions for the Campaign ("**Campaign Terms & Conditions**") shall be read together with the General Terms & Conditions for Astro X3 Packs ("**General Terms & Conditions**"). Capitalised terms used in these Campaign Terms & Conditions shall have the same meaning ascribed to them in the General Terms & Conditions unless otherwise specified. In the event of conflict or inconsistency between these Campaign Terms & Conditions and the General Terms & Conditions, these Campaign Terms & Conditions shall prevail to the extent of resolving such conflict or inconsistency.

2. *Campaign Period*. The Campaign will be held from 11 November 2026 until 30 November 2026, both dates inclusive ("**Campaign Period**"). Astro has the sole and absolute discretion to extend or vary the Campaign Period without prior notice to Customers. During this Campaign Period, Astro will be offering to Customers the option to purchase a television ("**TV**") bundled with their Programming Package ("**TV Bundle Offer**"), subject to the eligibility requirements set out in paragraph 3. The TV Bundle Offer shall consist of one (1) Programming Package on a Fixed Term Contract arrangement and one (1) TV from the options below:

					Total Campaign Price	
No.	**TV Provider**	**Product Name**	**Model Code**	**Retail Price for TV only**	**TV bundled with Astro X3 Entertainment 12**	**TV bundled with Astro X3 Sports 12**
1.	Samsung	65" Mini LED M80H 4K Samsung Vision AI Smart TV	UA65M80 HAKXXM	RM4,299.00	RM3,309.00	RM3,919.00
2.	Samsung	55" Mini LED M70H 4K Samsung Vision AI Smart TV	UA55M70 HAKXXM	RM3,199.00	RM2,539.00	RM 2,999.00

All prices set out above are exclusive of Government Tax.

3. *Eligibility Requirements*. Subject to paragraph 4 below, all Customers (both new and existing) are eligible for the TV Bundle Offer.

4. *Ineligibility Criteria*. Not applicable.

5. *Additional Conditions for Customers*.

   a. *Existing Customers*. Customers with an existing and active 'Astro X3' Services subscription account with a Fixed Term Contract may subscribe to the Offer during the Campaign Period, provided that the Customer subscribes to the Offer with a

new Services subscription account with a different email address from their existing subscription account, in accordance with the General Terms & Conditions.

b. *New Customers*. New Customers without an existing Services subscription account may subscribe to the TV Bundle Offer during the Campaign Period.

c. Customers can register for the TV Bundle Offer through:

i. Astro Exclusive Partners' stores nationwide; or

ii. Astro's self-service channel through the Astro website at astro.com.my.

Standard Terms and Conditions

6. *Fixed Term Contract*. Customers who subscribe to the TV Bundle Offer must maintain and keep their Services subscription account active throughout the Fixed Term Contract in accordance with the General Terms & Conditions.

7. *Change of Programming Package*. If a Customer wishes to change from the selected Programming Package in their TV Bundle Offer to another Programming Package before the expiry of Fixed Term Contract:

a. the Customer will be charged the applicable administrative fee as determined by Astro (if any) for such a change in accordance with the General Terms & Conditions.

b. The Customer will be subject to a new Fixed Term Contract commencing from the date the Programming Package is changed in accordance with the General Terms & Conditions.

8. *Early Termination or Suspension*. In the event the Customer causes their Services subscription account to be suspended or terminated prior to the expiry of the Fixed Term Contract by breaching these Campaign Terms & Conditions and/or the General Terms & Conditions, the Customer shall pay the applicable early termination fee calculated in accordance with the General Terms & Conditions.

9. Following the suspension or termination, if the Customer so wishes to reconnect or reactivate the Services subscription account, the Customer will no longer be entitled to subscribe to the TV Bundle Offer and on these Campaign Terms & Conditions.

10. In the event of termination by Astro pursuant to Clause 10(7) of the General Terms & Conditions, any such refund payable to the Customer shall be limited solely to the Subscription Fees attributable to the Programming Package component of the TV Bundle Offer, calculated on a pro-rated basis for the unexpired portion of the Fixed Term Contract or relevant subscription term. No refund shall be payable in respect of the TV provided as part of the TV Bundle Offer.

11. *Expiry of Fixed Term Contract*. Upon expiry of the Fixed Term Contract, the Customer may choose to continue subscribing to their selected Programming Package at the

applicable then-current Subscription Fees retail price in accordance with the General Terms & Conditions. Any cancellation by the Customer after the expiry of the Fixed Term Contract shall be in accordance with the General Terms & Conditions.

12. The TV Bundle Offer is separate and independent of and will not be valid with any other on-going Astro promotions, offers, or campaigns.

13. Astro reserves the right to change, revise or amend these Campaign Terms & Conditions without any prior notice to Customers. Customers will be notified of such changes from time to time, if any.

TV Availability and Payment Options for TV Bundle

14. Availability of the TV is subject to stock availability during the Customer's registration and submission of their Application Form.

15. Customer who purchases the TV Bundle Offer shall be charged the applicable Total Campaign Price in full at the point of purchase and the said amount shall be paid through any of the following payment methods:

    a. Credit or debit card (Visa, Mastercard, or AMEX only); or

    b. Easy payment program (6, 12, or 24 months instalments) ("**EPP**"), only available for Maybank, Affin Bank, Alliance, AmBank, HSBC, OCBC, RHB, and UOB credit cardholders only. Astro may in its sole and absolute discretion vary the participating banks without prior notice to Customers.

16. Where the purchase is made by way of EPP, the purchase is subject to approval by the Customer's credit card issuer and the conditions, fees, and charges imposed by such issuer (if any).

17. Title, interest, and ownership in the TV will pass to the Customer upon the delivery of the TV.

18. Upon successful payment of the TV Bundle Offer, the Customer shall not be permitted to cancel the purchase of the TV.

Delivery and Installation of TV

19. The delivery and installation of the TV will be handled by Astro's appointed 3rd party logistics partner ("**3rd Party Logistics Partner**"). Delivery and installation services provided by the 3rd Party Logistics Partner will only be available between 8am and 6pm (Malaysia time) on the following days:

    a. In the case of the delivery location being in Malaysian states where Saturday and Sunday are official weekend rest days, Monday to Saturday (excluding gazetted public holidays); and

    b. In the case of the delivery location being in Malaysian states where Friday and Saturday are official weekend rest days, Saturday to Thursday (excluding gazetted public holidays),

    (a. and b. shall be referred to as the "**Delivery Day**", as applicable)

20. *Process for Appointment Scheduling*.

a. After the successful payment of the TV Bundle Offer and activation of the Customer's Services subscription account, Customer will receive an email and/or WhatsApp notification from the 3rd Party Logistics Partner with an appointment URL link ("**URL Link**") to make the necessary delivery and installation arrangement.

b. The Customer shall provide details as required in the URL Link including the delivery location. The TV will only be delivered to the Customer's address which is registered with Astro. The Customer shall ensure that the name and address indicated in the URL Link are correct and correspond with the Customer's details registered with Astro. If any discrepancy is discovered, the Customer shall contact the 3rd Party Logistics Partner (as indicated in the URL Link) to correct such discrepancy.

c. The Customer shall select and confirm the delivery and installation window on the Delivery Day options provided in the URL Link ("**Appointment Slot**").

d. **The Customer shall submit all required details in the URL Link within twenty-four (24) hours of receiving the same**, failing which, the 3rd Party Logistics Partner will contact the Customer on the next working day to confirm the date and time for delivery and installation of TV.

e. Upon successful confirmation of the Appointment Slot, Customer will receive a tracking link from the 3rd Party Logistics Partner for the purpose of tracking and monitoring the delivery status of the TV.

21. Customer shall be entitled to receive a one (1) time FREE standard delivery and installation of TV for the Appointment Slot. The scope of installation services provided by the 3rd Party Logistics Partner without additional charges shall include:

a. Unboxing of the TV at the Customer's registered premise;

b. Basic setup and functionality testing including assisting the Customer to install the TV stand and/or where reasonably practicable to connect the TV to their power supply and WiFi;

c. Placement of the TV according to Customer's preference within the Customer's registered premise, where reasonably practicable; and/or

d. Assisting Customer with e-warranty registration after the completion of the delivery and/or installation of the TV.

22. Customer may select additional services from the 3rd Party Logistics Partner, such as delivery and installation after 6pm on a Delivery Day, wall mounting and/or such other services as set out in the URL Link. The URL Link will set out the charges or fees for such additional services. Any such charges or fees shall be borne solely by the Customer and shall be payable directly to the 3rd Party Logistics Partner.

23. The Customer (or their authorised representative) shall be present throughout the delivery and/or installation during the Appointment Slot or such other rescheduled day and time agreed by the Customer and the 3rd Party Logistics Partner. Customer (or

their authorised representative) shall provide all necessary access to their registered premises to the installer and/or other personnel of the 3rd Party Logistics Partner for the purpose of the delivery and installation of the TV.

24. Upon completion of the delivery and installation of TV, the Customer (or their authorised representative) will be required to sign an electronic proof of delivery ("**e-POD**"). Prior to signing the e-POD, the Customer (or their authorised representative) shall check if the TV received is in good condition and without any visible damage or defects.

25. Upon the Customer (or their authorised representative) signing the e-POD, the installer of the 3rd Party Logistics Partner will take a picture of the Customer (or their authorised representative) together with the TV as evidence of goods received.

26. *Unsuccessful Delivery and/or Installation*.

    a. In the event of any failed attempt to deliver the TV during the Appointment Slot which is not due to the fault of the 3rd Party Logistics Partner, the Customer shall reschedule the time for the delivery and installation of TV with the 3rd Party Logistics Partner. Charges or fees for the rescheduled delivery and installation, if any, shall be borne solely by the Customer and shall be payable directly to the 3rd Party Logistics Partner.

    b. Where any defects or damages are discovered upon the unboxing of the TV, the 3rd Party Logistics Partner shall reschedule another Appointment Slot with the Customer and deliver a new unit of the TV without any such defects or damages at no additional cost.

    c. Where installation of the TV is not reasonably practicable due to Customer's site conditions, technical limitations, Customer requirements, acts, and/or omissions, and/or any other circumstance beyond the control of Astro or the 3rd Party Logistics Partner (including where the TV cannot be connected to the Customer's WiFi network and/or wall-mounting is not possible), the delivery of the TV to the Customer shall be full and complete performance of the services in respect of the TV.

27. Any and all enquiries or concerns in relation to the delivery and/or installation of the TV shall be directed to the 3rd Party Logistics Partner's helpline at 010-240 0013 or via email to helpdesk@myalphabet.net.

Force Majeure

28. The performance of the delivery and/or installation services (including delivery of the TV to meet the timing of the Appointment Slot or such other rescheduled appointment date agreed by Customer and the 3rd Party Logistics Partner) will be suspended in the event that the 3rd Party Logistics Partner is prevented from doing so due to an event that is beyond the reasonable control of the 3rd Party Logistics Partner, including but not limited to acts of God, acts or omissions of government, strikes, lockouts, riots, acts of war, war (declared or undeclared), acts or threatened of terrorism, pandemics, epidemics, earthquakes or other natural disasters.

TV Warranty

29. The applicable warranty terms for the TV provided by Samsung are accessible here: Samsung Warranty.

30. In order for the Customer to be able to submit a warranty claim in respect of the TV, the Customer (or their authorised representative) must have registered for e-warranty registration in the Customer's name and signed the e-POD during the delivery and/or installation of the TV.

31. Any and all enquiries or claims for warranty or a defective TV shall be made by the Customer to Samsung by way of any of the methods set out on Samsung's webpage or by contacting Samsung Customer Service.

Exclusion of Astro's Liability

32. TO THE EXTENT PERMITTED BY APPLICABLE LAWS, ASTRO DISCLAIMS **ALL** LIABILITY AND SHALL NOT BE HELD RESPONSIBLE FOR ANY ACT, OMISSION, DEFAULT, AND/OR NEGLIGENCE OF THE 3RD PARTY LOGISTICS PROVIDER INCLUDING BUT NOT LIMITED TO: ANY FAILURE OR DELAY IN THE DELIVERY OR INSTALLATION OF THE TV; LOSS OR DAMAGE TO THE TV CAUSED BY THE 3RD PARTY LOGISTICS PARTNER; AND/OR FOR ANY ADDITIONAL SERVICES OR OFFER MADE BY THE 3RD PARTY LOGISTICS PARTNER IN RESPECT OF THE DELIVERY AND INSTALLATION OF THE TV.

33. ASTRO DISCLAIMS **ANY AND ALL** IMPLIED WARRANTIES OF MERCHANTABILITY, FUNCTIONALITY OR FITNESS FOR A PARTICULAR PURPOSE OF THE TV AND ASTRO DICLAIMS ALL LIABILITY IN RELATION TO THE SAME.

34. ASTRO SHALL NOT BE LIABLE FOR ANY CLAIM BY THE CUSTOMER OR THIRD-PARTY CLAIMS OR LOSSES OF ANY NATURE INCURRED BY THE CUSTOMER (INCLUDING BUT NOT LIMITED TO, LOSS OF PROFITS, PUNITIVE, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR FOR OTHER DAMAGES) AND ANY RELATED CLAIMS OF ANY NATURE, INCLUDING DIRECT, INDIRECT, THIRD PARTY, CONSEQUENTIAL OR OTHER DAMAGES ARISING FROM OR IN CONNECTION WITH THESE CAMPAIGN TERMS & CONDITIONS.

35. ASTRO DISCLAIMS **ANY AND ALL** LIABILITY FOR LOSS OR DAMAGE TO PROPERTY OR ANY PERSONAL INJURY OR LOSS OF LIFE RESULTING FROM OR IN CONNECTION WITH THE DELIVERY AND/OR INSTALLATION OF THE TV.