

TERMS AND CONDITIONS Reckon The Impossible Deals Campaign

1. DEFINITIONS

- 1.1 The **"Reckon The Impossible Deals Campaign"** ("the Campaign") refers to the promotional campaign organized by Sharp Electronics Malaysia Sdn. Bhd. ("SEM"), [Registration No. 199501027792 (356997-H)], as outlined in these Terms & Conditions.
- 1.2 **"Products"** means all the selected home appliances of Sharp. The full list of eligible products is provided in **Appendix 1: List of Sharp Home Appliances Products**.
- 1.3 **"Participating Dealers"** means the dealer(s) authorized by SEM, either online or in-store, to offer this promotion.
- 1.4 **"Eligible Customers"** means the individual who purchase Products from Participating Dealer(s) and participate in the Campaign by scanning the Quick Response Code ("QR Code") or access via <https://my.sharp/reckon-the-impossible-deals>.

2. ELIGIBILITY AND SUBMISSION REQUIREMENTS

- 2.1 The Campaign is open to all Malaysians aged 18 years and above, excluding employees of SEM, their immediate family members, their advertising and sales promotion agencies, as well as principals and sub-distributors.
- 2.2 To qualify, Eligible Customers must purchase eligible products from Participating Dealers during the Campaign period, from **15 May 2025, 00:00** to **31 July 2025, 23:59**. Purchases outside this period are ineligible.
- 2.3 Submission Requirements:
 - i) Entries must be submitted via <https://my.sharp/reckon-the-impossible-deals> by **14 August 2025, 23:59** to be eligible for the Campaign. Entries must include proof of purchase (Invoice and Sharp Product Warranty Card). Incomplete or late submissions will not be processed.
 - ii) Redemption is on a first-come, first-served basis and must be submitted no later than **14 May 2025**, subject to stock availability. The details of the gift sets can be found via <https://portal.esharp.com.my/SharpGiftRedemption>.
 - iii) Each Eligible Customer is limited to one submission. Duplicate entries or unauthorized copies of proof of purchase will result in automatic disqualification.
- 2.4 The Campaign shall be void where restricted or prohibited by law.
- 2.5 By participating, Eligible Customers agree to these Terms & Conditions.

3. PROMOTION PERIOD

The Campaign period is valid from **15 May 2025** to **31 July 2025 ("the Campaign Period")**. SEM reserves the right to modify the period at its sole discretion.

4. PROMOTION DETAILS AND REWARDS

- 4.1 Eligible Customers can enjoy up to 42% discount on selected products, as well as Free Gifts associated with the Gift with Purchase Promotion.
- 4.2 Customers shall be entitled to receive a gift that is pre-determined based on the group classification of the model purchased. The gift is fixed and strictly non-exchangeable. Customers shall not be entitled to request or select a gift from a different group, regardless of preference.
 - * All Touch 'n Go reload PINs, vouchers, and associated credits are valid only until **14 August 2025**.
 - * *Certain gifts provided under this Campaign may be subject to limited availability from time to time.*
- 4.3 Redemption is on a first-come, first-served basis and is subject to stock availability. The free gifts featured are subject to change and may be substituted or replaced at any time, without prior notice, at the sole discretion of SEM.
- 4.4 Images of Products and Gifts in marketing material are for illustration only and may vary from the actual items.
- 4.5 The Free Gifts are not transferable, exchangeable nor refundable and cannot be taken as cash.



- 4.6 The validity period for all reload PINs, vouchers, and associated credits is limited to the Campaign Period, which ends on **31 July April 2025**. SEM shall have no authority to modify or extend the validity period of any issued reload PINs, vouchers, or credits.
- 4.7 Customers are required to fully utilize any credits prior to the conclusion of the Campaign Period. Any remaining unused credit after the Campaign Period will be forfeited and will no longer be valid.
- 4.8 By redeeming a reload PIN, voucher, or credit, Customers acknowledge that SEM is not responsible for any unused, lost, stolen, or expired reload PINs, vouchers, or credits. Customers are solely responsible for ensuring the accuracy of the information provided during registration or any transaction, including but not limited to their email address, phone number, and other contact details. SEM shall not be liable for any loss, mis-delivery, or unauthorized use of a reload PIN, voucher, or credit resulting from incorrect or outdated customer-provided information.
- 4.9 Customers are also responsible for safeguarding their reload PIN, voucher, or credit. SEM shall not be held liable for any losses arising from unauthorized access, disclosure, misuse, or fraudulent use of the reload PIN, whether due to customer negligence, sharing of credentials, phishing, hacking, or any other unauthorized third-party actions.
- 4.10 In the event of failed delivery of the Free Gift, SEM may in its sole discretion, email to the Eligible Customer to rearrange for a delivery of the Free Gift subject to receiving a reply within seven (7) days (delivery charges may apply) or revoke and/or cancel the redemption.
- 4.11 If Eligible Customer request to return and refund the products purchased, in accordance with SEM's product warranty coverage and return policy, the Eligible Customer shall return any Free Gift(s) received in conjunction with the Campaign to SEM.

5. HOW TO REDEEM YOUR GIFT

- Step 1 : Visit <https://portal.esharp.com.my/SharpGiftRedemption>, enter your mobile phone number, then input the OTP (One-Time Password) to access the redemption form. All redemption must be submitted through the abovementioned online portal only.
- Step 2 : Complete all required details, including personal and purchase information with proof of purchase, then submit. Information will be verified by SEM.
- Step 3 : Please select the relevant participating campaign model from the drop-down list.
- Step 4 : Your claim of gift is successful. Delivery of the redeemed item will take 4-8 weeks for addresses in West Malaysia and 8-12 weeks for East Malaysia.

6. GENERAL CONDITIONS

- 6.1 SEM reserves the right to contact Eligible Customers for redemption verification when necessary. Redemption processing will only proceed once the Eligible Customer has completed verification with an authorized SEM representative through SEM's published hotline or email address.
- 6.2 Eligible Customers are advised not to change the contact number provided in the submission form before redeeming their Eligible Gift(s). If the contact number is changed and the Eligible Gift(s) is redeemed by another individual as a result, SEM reserves the right to reject any appeal from the original Eligible Customer and is not obligated to reimburse the Eligible Gift(s).
- 6.3 Eligible Customers must ensure all required documents, including the SHARP Product Warranty Card and Proof of Purchase (Invoice), are uploaded completely and clearly. SEM reserves the right to reject any incomplete submission without prior notice.
- 6.4 SEM reserves the right to determine if the supporting documents are sufficiently enough and genuine for the purposes of the approval of the redemption. SEM may request additional document(s) if it is necessary for the purposes of the approval.
- 6.5 SEM reserves the right to disqualify any entries suspected of fraud, hacking, tampering with the submission process, or manipulation of results. Disqualification may also apply if any Terms & Conditions of the Campaign are breached.
- 6.6 If SEM has awarded a Free Gift to an 'Eligible Customer' based on false information or if the Eligible Customer has intentionally caused confusion regarding their identity, SEM reserves the right to revoke the customer's eligibility for the Free Gift and seek recovery of any resulting damages to the fullest extent permitted by law.
- 6.7 If the Eligible Customers cannot be reached within seven (7) days or after three (3) reminders sent from the date of notification, through the contact information provided on the submission form, the



Free Gift(s) for that Eligible Customer(s) shall be forfeited.

- 6.8 SEM reserves the right to amend these Terms & Conditions or withdraw the promotion at any time without prior notice. Any changes to the Terms & Conditions will be reflected on SEM's official website or communicated via Participating Dealers.
- 6.9 SEM shall not be held responsible for any loss or damage resulting from force majeure events, including but not limited to natural disasters, war, strike, or any other events beyond SEM's reasonable control.
- 6.10 In the event of any dispute, SEM reserves the right to make the final decision. SEM's decision shall be final and binding, and no further correspondence or appeals will be entertained.

7. TAX, LIABILITIES AND INDEMNITY

- 7.1 Eligible Customers are solely responsible for any applicable taxes, duties, insurance, or additional costs incurred as a result of their participation in this Campaign or the redemption of any free gifts.
- 7.2 By accepting or using any free gifts, Eligible Customers agree to indemnify and hold harmless SEM, its business partners, and all related parties, including directors, officers, employees, and agents, from any claims, prosecutions, judgments, damages, losses, or liabilities arising from failure to remit any taxes due to the relevant authorities, as well as from their participation in the Campaign and acceptance, redemption, or use of any free gifts.
- 7.3 By participating in this Campaign, Eligible Customers acknowledge and agree that they are using the site at their own risk. The site is provided on an 'as is' and 'as available' basis."

8. PERSONAL DATA PROTECTION

- 8.1 SEM shall ensure that all personal data collected in relation to this Campaign is handled in accordance with applicable data protection laws, including the Personal Data Protection Act 2010 (Act 709).
- 8.2 By participating in the Campaign, Eligible Customers agree that all entries will become the property of SEM. SEM shall not be liable for any entries not received, and Eligible Customers agree to indemnify SEM against any claims arising from such non-receipt.
- 8.3 By participating in the Campaign, the Eligible Customers agree and consent to give SEM the rights to use their personal particulars and/or information for purposes including, but not limited to, advertising and any other forms of publicity from time to time, without any additional fees, costs, or compensation.
- 8.4 SEM may appoint any third party as fulfillment party. By participating in this Campaign, Eligible Customers agree that all personal data collected in relation to this Campaign may be disclosed to the fulfillment party for the purposes of fulfillment.

9. CUSTOMERS' CONDUCT

All customers are kindly reminded to always treat SEM's staff with respect and dignity and refrain from any form of abusive behavior be it in writing or verbal form. The patience, consideration and courtesy in this regard is much appreciated.

10. CONTACT INFORMATION

For inquiries regarding the promotion, customers may contact Sharp Malaysia's Customer Service at 03-8026 6228 / 1800-38-8081 or email to sharpcs_support@my.sharp-world.com.

Last Updated on 14 May 2025

**APPENDIX 1: LIST OF SHARP HOME APPLIANCES PRODUCTS**

CATEGORY	MODEL	Product Description	OFFER TYPE	GROUP
TV	4TC75GU8500X	75" AQUOS XLED	SLASH PRICE+FREE GIFT	Group A
TV	4TC65GU8500X	65" AQUOS XLED	SLASH PRICE+FREE GIFT	Group A
TV	4TC75GN7000X	75" 120Hz HDR Google TV	SLASH PRICE+FREE GIFT	Group A
TV	4TC65GN7000X	65" 120Hz HDR Google TV	SLASH PRICE+FREE GIFT	Group A
TV	4TC55GN7000X	55" 120Hz HDR Google TV	SLASH PRICE+FREE GIFT	Group B
TV	4TC75HL6500X	75" 4K QLED Google TV	SLASH PRICE+FREE GIFT	Exclusive
TV	4TC65HL6500X	65" 4K QLED Google TV	SLASH PRICE+FREE GIFT	Exclusive
TV	4TC55HL6500X	55" 4K QLED Google TV	SLASH PRICE+FREE GIFT	Group B
TV	4TC75HJ6000X	75" 4K HDR Google TV	SLASH PRICE+FREE GIFT	Group A
TV	4TC65HJ6000X	65" 4K HDR Google TV	SLASH PRICE+FREE GIFT	Group B
TV	4TC55HJ6000X	55" 4K HDR Google TV	SLASH PRICE+FREE GIFT	Group C
TV	4TC50HJ6000X	50" 4K HDR Google TV	SLASH PRICE+FREE GIFT	Group C
REF	SJ4122MSS	410L 2 Door Refrigerator	SLASH PRICE+FREE GIFT	Group C
REF	SJ4122MDS	410L 2 Door Refrigerator	SLASH PRICE+FREE GIFT	Group C
REF	SJ4422MSS	440L 2 Door Refrigerator	SLASH PRICE+FREE GIFT	Group C
REF	SJ5022MDS	461L 2 Door Refrigerator	SLASH PRICE+FREE GIFT	Group B
REF	SJ5522MDS	502L 2 Door Refrigerator	SLASH PRICE+FREE GIFT	Group B
REF	SJP601MFMK	610L 2 Door Refrigerator	SLASH PRICE+FREE GIFT	Group C
REF	SJP601MFMS	610L 2 Door Refrigerator	SLASH PRICE+FREE GIFT	Group C
REF	SJP882MFGK	720L 2 Door Refrigerator	SLASH PRICE+FREE GIFT	Group C
REF	SJP882MFGM	720L 2 Door Refrigerator	SLASH PRICE+FREE GIFT	Group C
REF	SJF489GK	480L Avance Refrigerator	SLASH PRICE+FREE GIFT	Group B
REF	SJF489GW	480L Avance Refrigerator	SLASH PRICE+FREE GIFT	Group B
REF	SJF489MK	480L Avance Refrigerator	SLASH PRICE+FREE GIFT	Group B
REF	SJF821VMSS	700L Avance Refrigerator	SLASH PRICE+FREE GIFT	Group A
REF	SJF921VMSS	750L Avance Refrigerator	SLASH PRICE+FREE GIFT	Group A
REF	SJF921VGK	750L Avance Refrigerator	SLASH PRICE+FREE GIFT	Group A
REF	SJF921VGW	750L Avance Refrigerator	SLASH PRICE+FREE GIFT	Group A
REF	SJF1022VMDS	750L Avance Refrigerator	SLASH PRICE+FREE GIFT	Group A
REF	SJF1033VGK	750L Avance Refrigerator	SLASH PRICE+FREE GIFT	Group A
REF	SJF879GK	800L Hikaru Refrigerator	SLASH PRICE+FREE GIFT	Group A
REF	SJF889WGM	780L Hikaru Refrigerator	SLASH PRICE+FREE GIFT	Group A
MWO	AX1700VMR	31L Inverter Superheated Steam Oven	SLASH PRICE+FREE GIFT	Group B
MWO	R2321FGK	23L, 900W, Flatbed MWO	SLASH PRICE+FREE GIFT	Group C
MWO	R220EFRDMA	20L, 700W, Mechanical Basic MWO	SLASH PRICE	
MWO	R220EFWHMA	20L, 700W, Mechanical Basic MWO	SLASH PRICE	
AP	FXS120LH	84m ² , Purefit	SLASH PRICE+FREE GIFT	Group B
AP	FPS40LT	30m ² , Mini P purefit	SLASH PRICE+FREE GIFT	Group C
AP	FPS42LL	30m ² , Mini P purefit	SLASH PRICE+FREE GIFT	Group C
AP	FPGM50LB	40m ² , Mosquito Catcher	SLASH PRICE+FREE GIFT	Group C
AC	AHXP10YHD	Flagship Inverter : 1.0HP AIoT PCI	SLASH PRICE+FREE GIFT	Group C
AC	AHXP13YHD	Flagship Inverter : 1.5HP AIoT PCI	SLASH PRICE+FREE GIFT	Group B
AC	AHXP18YHD	Flagship Inverter : 2.0HP AIoT PCI	SLASH PRICE+FREE GIFT	Group A
AC	AHXP24YHD	Flagship Inverter : 2.5HP AIoT PCI	SLASH PRICE+FREE GIFT	Group A
AC	AHXP10YMD	Deluxe Inverter : 1.0HP PCI	SLASH PRICE+FREE GIFT	Group C
AC	AHXP13YMD	Deluxe Inverter : 1.5HP PCI	SLASH PRICE+FREE GIFT	Group B
AC	AHXP18YMD	Deluxe Inverter : 2.0HP PCI	SLASH PRICE+FREE GIFT	Group A
AC	AHXP24YMD	Deluxe Inverter : 2.5HP PCI	SLASH PRICE+FREE GIFT	Group A
AC	AHX10BED	Standard Inverter : 1.0HP	SLASH PRICE+FREE GIFT	Group C
AC	AHX13BED	Standard Inverter : 1.5HP	SLASH PRICE+FREE GIFT	Group B
AC	AHX18BED	Standard Inverter : 2.0HP	SLASH PRICE+FREE GIFT	Group A
AC	AHX24BED	Standard Inverter : 2.5HP	SLASH PRICE+FREE GIFT	Group A
WM	ESFK852EMW	8.5kg ProFlex J-Tech Inverter Front Load Washer	SLASH PRICE+FREE GIFT	Group B
WM	ESFK1054SMG	10.5kg ProFlex J-Tech Inverter Front Load Washer	SLASH PRICE+FREE GIFT	Group B
WM	ESFK1252SMG	12.5kg ProFlex J-Tech Inverter Front Load Washer	SLASH PRICE+FREE GIFT	Group B
WM	ESDK1054PMS	10.5kg ProFlex J-Tech Inverter Front Load Washer Dryer	SLASH PRICE+FREE GIFT	Group B
WM	KDHT10JPG	10.0kg ProFlex Heat Pump Front Load Dryer	SLASH PRICE+FREE GIFT	Group B
WM	ESFX7APG	7.0kg Inverter Front Load Washer	SLASH PRICE+FREE GIFT	Group C
WM	ESFH8AMB	8.0kg Inverter Front Load Washer	SLASH PRICE+FREE GIFT	Group C
WM	ESFH9BMB	9.0kg Inverter Front Load Washer	SLASH PRICE+FREE GIFT	Group C
WM	ESFH10BMB	10.0kg Inverter Front Load Washer	SLASH PRICE+FREE GIFT	Group C
WM	ESW10SM	10.0kg DD Inverter Top Load Washer	SLASH PRICE+FREE GIFT	Group C
WM	ESW12SM	12.0kg DD Inverter Top Load Washer	SLASH PRICE+FREE GIFT	Group C
WM	ESW14SM	14.0kg DD Inverter Top Load Washer	SLASH PRICE+FREE GIFT	Group B
WM	ESY1619	16.0kg DD Inverter Top Load Washer	SLASH PRICE+FREE GIFT	Group B
WM	ESW17SM	17.0kg DD Inverter Top Load Washer	SLASH PRICE+FREE GIFT	Group B