

SAMSUNG FAMILY MALL

1. What is Samsung Family Mall?

Samsung Family Mall is an online platform that gives exclusive discounts on select Samsung and HARMAN products to all employees of Samsung and its subsidiaries based in India – including HARMAN. This mall is open 24/7 for our employees. **Please see 'Outlet Mall' section below before making a purchase.**

2. How do I access the Family Mall?

<https://www.samsung.com/in/multistore/family/> and log in with your **HARMAN email ID**.

You will receive an OTP from Samsung on your HARMAN email ID. Enter the OTP and log onto the portal to make your purchase.

3. I cannot open this site, what should I do?

If the site does not open on your machine, please clear your browser history and try again. This website works best on Google Chrome. If you are still unable to log in, check with your DIGITAL team.

4. Who can I contact for delivery status or any other query?

Please contact Samsung directly. **Please do not send HARMAN Corp comm an email on any product/ sales follow-up.**

1st Level	Toll Free # 1800-3000-8282 OR write to https://www.samsung.com/in/online-help/
2nd Level	Grievance.eStore@Samsung.com
3rd Level	neha.dhingra@samsung.com

5. How many products can I buy from this mall?

HARMAN employees can purchase a maximum of two units in mobile, wearables, televisions, refrigerators, microwaves and washing machines every six months (between January to June and between July to December).

Just to give an example, an employee can purchase any two listed Samsung TVs in Jan-June time period, and additional two TVs in July- Dec time frame – so that's a total of four TVs in one year.

Any employee who purchases a mobile or an Air Conditioner under this scheme needs to retain the same for a minimum period of 1 year.

Some Flash Sales may have distinct T&Cs. Employees are advised to read and understand the T&Cs before making a purchase.



6. When will HARMAN products like JBL and Harman Kardon speakers go on sale? Select JBL products are also now available through this mall. They will also be available through regular flash sales. HARMAN products are also available through www.harmanaudio.in flash sales, during the course of the year.
7. How much discount can I expect from this program?
Samsung offers compelling discounts to its employees in India. Depending on the product category, employees can expect between 10 - 40% discounts on various products.
8. Which products are available in this mall?
Samsung Mobiles, Tablets, Consumer products, Wearables and Accessories are available all year long on this website. JBL and Harman Kardon products are also now available on this website. Samsung will also offer great discounts on Refurbished Mobiles periodically.

FLASH SALES/REFURBISHED SALES

9. Why can't I add products in the cart during refurbished sale?
Only in exclusive case of a refurbished sale, Samsung gives a day or two notice to employees to browse the products and decide which models they want to purchase. However, employees CAN NOT add any products in their cart or buy them before the exact time and date when the sale goes live. These products get sold in a matter of minutes, so please prepare carefully.
10. How does a Flash Sale work?
While the Family Mall is open 24/7, Samsung holds periodic 'Flash Sales' for all its employees, which offer deeper, exclusive discounts on a variety of Samsung consumer electronic products. All Samsung employees (including HARMAN employees) are notified at the same time through emails. These discounted products are offered on 'first come first serve' basis only.
11. I find most of the products are 'out of stock' or not available in my city, by the time I try to order, why is that?
All Samsung India employees, including employees of Samsung's subsidiaries, including HARMAN get the email at the same time. Together, that is more than 40,000 people across India receiving the opportunity simultaneously.
Samsung stocks good amount of inventory during these sales, but many products are much sought after and are available at a great discount – so they get sold out within the first 24 hours – and sometimes within a couple of hours of the announcement. If you wish to purchase a product, we suggest that you buy it sooner than later, when you receive the email announcing a flash sale.
12. How do I get to know about a Flash Sale or a sale on Refurbished Mobiles?
The Corporate Communications team will send out an email informing colleagues about a Flash Sale/sale of Refurbished mobiles. All our India colleagues should look out for an email from HarmaniINDCorpCommunications@harman.com



13. In the recent Flash Sale, I didn't find a microwave, will it be offered nexttime?

Samsung intends to have most of its consumer electronics included in all flash sales. But since sales are dependent on inventory and available product spec, we may not be able to offer every product



category each time. You can check for your desired product in the next sale, if it was not available this time.

14. Is there a specified time/date for a Flash Sale?

No. The Flash Sale model works on a variety of dependencies including availability of product inventory and promotions on various products. Samsung usually does one flash sale every 4-6 weeks.

15. If I am unable to make a purchase during the Flash Sale – can I book my product in advance?

No advance booking is available at this moment. Samsung intends to host multiple Flash Sales during the year, so you can watch out for the next sale, if you have missed one. Discounts on the same products - may vary from one flash sale to the other.

OTHER DETAILS

16. Can I cancel my order?

No cancellation is allowed after the purchase has been made.

17. Can I order for my friends/family in another city?

Yes. Samsung will deliver the product in any city in India where the Pin Codes are serviceable – please check on the Family Mall website. Delivery time may vary from city to city.

18. What is the delivery timelines for the ordered products?

For regular Mobile Category: 3-5 days (Check on the product page for specific timelines). All Consumer Electronics category: 15-20 days. For Flash Sale, Please read T&C of each Flash Sale mentioned online.

19. What is the warrantee given on products purchased under the Family Mall?

Standard Samsung/HARMAN T&Cs and warrantees are applicable on all products purchased under this scheme.

20. Is a free installation given along with a consumer electronic product?

A purchase of any electronic product does not automatically confirm a free installation. However, Samsung does offer this service on most of its product categories. Please read the T&Cs before making a purchase.

21. What are the Terms and Conditions?

Each Sale will have its T&C listed on the website. Please read and understand the T&Cs before making your purchase.
