

BEYOND CELEBRATIONS CAMPAIGN



REDEMPTION GUIDE

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STEP 1: PURCHASE SELECTED MODEL WITH PROMOTION TAG



This product entitle **TNG RM500**



This product entitle **FREE GIFT A**

STEP 1: PURCHASE SELECTED MODEL WITH PROMOTION TAG



13.0KG

NEW

TW-T21BU140UWM(MG)

- Aroma+
- AI Smart
- IoT TSmartLife Control
- Origin Inverter
- GREATSTEAM

RM3,099



Also available:

TW-T21BU115UWM(MG) 10.5KG | RM2,799

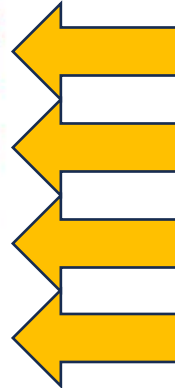
Tough TNG RM50

TW-T21BU105UWM(MG) 9.5KG | RM2,399

Tough TNG RM50

TW-T21BU95UWM(MG) 8.5KG | RM2,579

TW-T21BU80UWM(MG) 7.0KG | RM1,999



TW-T21BU140UWM(MG) – Promotion **FREE GIFT D**

TW-T21BU115UWM(MG) – Promotion **TNG RM50**

TW-T21BU105UWM(MG) – Promotion **TNG RM50**

TW-T21BU95UWM(MG) – **No Promotion**

TW-T21BU80UWM(MG) – **No Promotion**

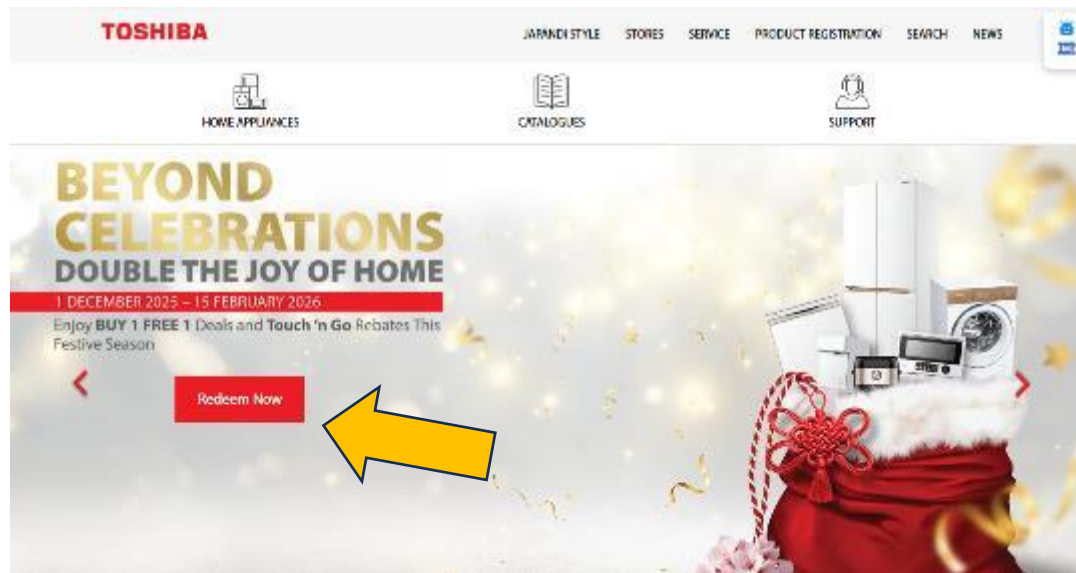
TOSHIBA

STEP 2: SCAN THE QR CODE TO VISIT CAMPAIGN WEBSITE



OR

Visit <http://toshiba-lifestyle.com/my> and click the redeem button



OR

Direct <https://www.toshiba-lifestyle.com/my/promotions/beyond-celebrations>

TOSHIBA

STEP 3: VISIT CAMPAIGN WEBSITE

FIND THE REDEMPTION FORM

How to Redeem

Eligible Products

Redemption Form & Terms & Conditions

Submission Status Check

FAQs

REDEMPTION FORM

2. Click to open
the **Redemption Form**



REDEMPTION FORM

TERMS & CONDITIONS



1. Read the **Terms & Conditions**

STEP 4: FILL THE REDEMPTION FORM

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Beyond Celebrations | Redemption Form

Please complete your personal information and provide proof of purchase (invoice and warranty card). If you have multiple eligible products, submit them separately. Before making any submissions, take a moment to read our Terms & Conditions carefully. Please make sure to check the Submission Status Check—it is your responsibility to monitor the status of your submission. Any rejected submission will not be entertained after the campaign period.

Make sure you already signed in to any Google account



malaysiatss@gmail.com [Switch account](#)

 Saving disabled

The name, email, and photo associated with your Google account will be recorded when you upload files and submit this form

* Indicates required question

Fill in your email (*to receive your response email*)



Email *

Your email

TOSHIBA

STEP 4: FILL THE REDEMPTION FORM


When did you purchase the product?



PURCHASE INFORMATION

Date of Purchase *


Date

dd/mm/yyyy 

Which model did you purchase?
Product not in promotion will not be in the list



Model Purchased *

Choose 

How much did the product cost?



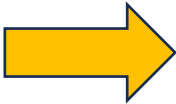
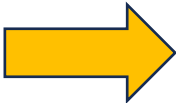
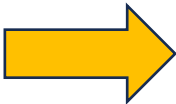
Product Price *

Your answer

STEP 4: FILL THE REDEMPTION FORM



EXAMPLE



PURCHASE INFORMATION

Date of Purchase *

Date

21/10/2025

Model Purchased *

GR-RF611WI-PGY(22) - Gift E

Product Price *

3099

TOSHIBA

STEP 4: FILL THE REDEMPTION FORM

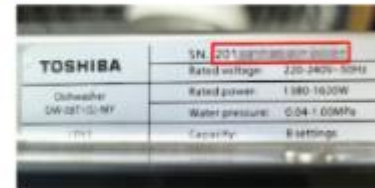
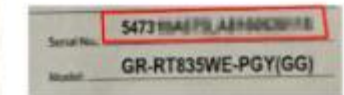
Key-in the Product Serial Number

1. Refer example which is the Product Serial Number
2. Key in the product serial number without SN or S\N or "-" or Space " "
3. For Combo unit, please enter 2 product serial number and separate with "\"



Product Serial Number *

For combo units, please separate the product serial number with "\". Please key in the full product serial number without S/N, or SN or any special characters.



Product Serial Number Examples

Your answer

STEP 4: FILL THE REDEMPTION FORM

Upload a clear photo of Product Serial Number sticker

The product serial number sticker can be found on the box and on the machine body
For combo unit (Washer+Dryer, Air-con), please upload each separately.



Upload Product Serial Number Photo *

Please upload a clear photo of the product serial numbers. For combo unit purchase, can upload more than one photo.

Upload up to 5 supported files: PDF or image. Max 10 MB per file.

 Add file

Upload a clear photo of Invoice

Delivery Order, Sales Order, or Order Confirmation, Handwritten form are not accepted. Information such as Dealer Name, Product Model, Product Price, and Invoice Date must be clearly visible



Upload a clear copy of the Purchase Receipt/Invoice

Only invoices will be accepted (not delivery orders, sales orders, order confirmations, or receipts without product information). All details, including Dealer Name, Date, Product Model, and Price, must be clearly visible.

Upload 1 supported file: PDF or image. Max 10 MB.

 Add file

Upload Official Toshiba Warranty Card *

Only the official Toshiba Warranty Card will be accepted (not dealer-issued extended warranty certificates or any other documents). For combo units, please upload photos of both warranty cards together.

Upload 1 supported file: PDF or image. Max 10 MB.

 Add file

TOSHIBA

Upload a clear photo of Warranty Card



STEP 4: FILL THE REDEMPTION FORM

Select Retailer or Store Name

Select “-” if not in the list, we will update the list later.



Retailer\Store Name *

Choose

STEP 4: FILL THE REDEMPTION FORM

Fill-in Your Full Name as per IC



PERSONAL INFORMATION

Full Name *

as per IC/Passport

Your answer

Your Contact Number \ TNG Registered Number
Key in without the +60 or 60



Contact Number (Without +60) *

Touch 'n Go e-Wallet Registered Mobile Number (This is where the credit will be transferred). Please enter without the country code or leading "0", If your number is +6012 34567890, please enter 1234567890.

Your answer

Your Full Delivery Address



Full Address *

Your answer

The 5-Digit Post Code



Post Code *

Your answer

STEP 4: FILL THE REDEMPTION FORM

Tick where did you know our promotion



Where did you hear about this promotion? *

- ☐ Retailer Staff \ Promoter
- ☐ Social Media (e.g., Facebook, Instagram)
- ☐ Company Website
- ☐ Online Advertisement
- ☐ Friend/Family
- ☐ Other: _____

Please tick the box to confirm that you agree to our T&Cs.

Do not submit the form if you do not agree to the T&Cs.



TERMS & CONDITIONS *

[Click for the campaign Terms & Conditions](#)

- ☐ I have thoroughly read and understood the campaign Terms & Conditions.

Tick if you want to receive a copy of this form.

It will be sent to the email address you entered above.



☐ Send me a copy of my responses.

Click to Submit the Form

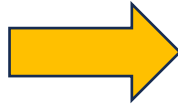


Submit

Clear form

STEP 4: FILL THE REDEMPTION FORM

You will see this screen if your submission is successful.



TOSHIBA

Beyond Celebrations | Redemption Form

Thank you! We have received your submission. Please make sure to check the Submission Status Check — it is your responsibility to monitor the status of your submission. Any rejected submission will not be entertained after the campaign period. You may check your submission confirmation & status at our campaign page. [\[https://www.toshiba-lifestyle.com/my/promotions/beyond-celebrations\]](https://www.toshiba-lifestyle.com/my/promotions/beyond-celebrations).

[Submit another response](#)

Click to access our campaign website for status checking.

the Submission Status Check data will be auto-refreshed in every 15 minutes interval



Submit another product if you have more than 1 product



TOSHIBA

Please make sure to check the Submission Status Check — it is your responsibility to monitor the status of your submission. Any rejected submission will not be entertained after the campaign period.

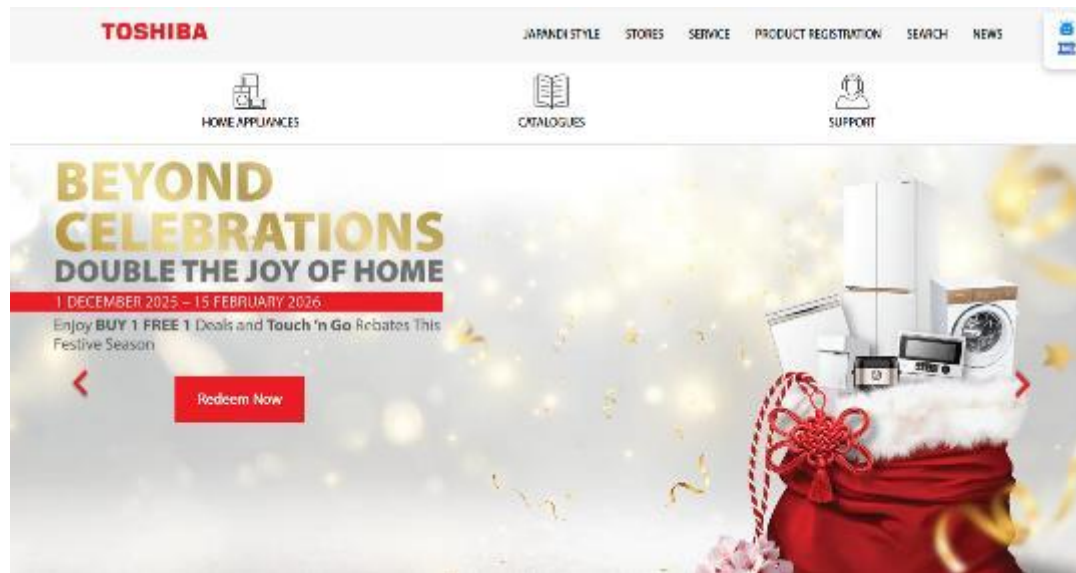
STEP 5: CHECK THE SUBMISSION STATUS

Re-Visit the Campaign Website



OR

Visit <http://toshiba-lifestyle.com/my> and click the **Redeem Now** button



OR

Direct <https://www.toshiba-lifestyle.com/my/promotions/beyond-celebrations>

TOSHIBA

STEP 5: CHECK THE SUBMISSION STATUS

At the campaign website, look for the **Submission Status Check** section
*(It should be located at the ¾ of the page, below the **Redemption Form** and **Terms & Conditions**)*

How to Redeem	Eligible Products	Redemption Form & Terms & Conditions	<u>Submission Status Check</u>	FAQs	Campaign Leaflet
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SUBMISSION STATUS CHECK

TOSHIBA

2025 BEYOND CELEBRATIONS
DOUBLE THE JOY OF HOME
Submission Status Check

ANNOUNCEMENT:

Data will be automatically updated at 15-minute intervals. If your information does not appear here yet, please check again after 15 minutes. Please note that submission confirmation does not indicate approval. Kindly check back later for your approval status.

Please note that **28-Feb-25** is the final date for submission and resubmission of rejected entries. **There will be no submission status notification via email, SMS, or any other method. If the participant does not resubmit with the required information before 28-Feb-25, the reward will be forfeited.**

Check with Mobile Number (without +60)

TOSHIBA

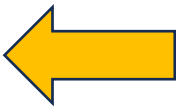
Submission Date ▲	Mobile Number	Full Name	Model Purchased	Status	Reward \ Remark	Credit Date\Tracking Code
----------------------	---------------	-----------	-----------------	--------	-----------------	------------------------------

STEP 5: CHECK THE SUBMISSION STATUS

Check your submission details.

Please note that submission confirmation does not indicate approval.
Kindly check back later for your approval status.

Check with Mobile Number (without +60) 123456789



Key-in your submitted **Phone Number**

Submission Date ^	Mobile Number	Full Name	Model Purchased	Status	Reward \ Remark
Nov 18, 2025	123456789	EXAMPLE	RAS-H10B2KCV2G-M / ACV2G...	Rejected	No Invoice. [Delivery Order, Sal...
Nov 18, 2025	123456789	EXAMPLE	Combo Deal TW-T25BZP140M...	Pending	Violation (T&C #3) Please conta...
Nov 18, 2025	123456789	EXAMPLE	AF-74CS1TRMY(H) - TNG RM20	Not Eligible	Invalid Purchase Date [Out of c...
Nov 18, 2025	123456789	EXAMPLE	JAPANDi T37 Combo Washer +...	Approved	RM800
Nov 18, 2025	123456789	EXAMPLE	JAPANDi GR-RF690WI-PGY(67...	Rejected	No Warranty Card
Nov 18, 2025	123456789	EXAMPLE	RAS-H13B2KCV2G-M / ACV2G...	Rejected	Documents Not Readable, Una...
Nov 18, 2025	123456789	EXAMPLE	MW3-SAC24SF(BK) - TNG RM30	Approved	RM30
Nov 18, 2025	123456789	EXAMPLE	MS5-STR30SFZ(BK) - Gift E	Approved	Gift E

APPENDIX

WHAT IF MY SUBMISSION IS REJECTED

Resubmit the form with the corrective action

Please ensure you resubmit before the campaign closing date **28 Feb 2026**

Please note that there will be no notification for rejected submissions.

Please make sure to check the Submission Status Check — it is your responsibility to monitor the status of your submission.

Any rejected submission will not be entertained after the campaign period.

APPENDIX

HOW TO AVOID REJECTION

1. Purchase within **Campaign Period**.
2. Product is **eligible for the promotion**.
3. Submit a clear photo of the **INVOICE** with full information (not any other document).
4. Submit a clear photo of the **TOSHIBA OFFICIAL PRODUCT WARRANTY CARD** (not any other document).
5. Submit a clear photo of the **PRODUCT SERIAL NUMBER STICKER**.
6. Submit the **CORRECT PRODUCT SERIAL NUMBER**. Please refer to the sticker with the barcode and the characters following “S/N”.

APPENDIX

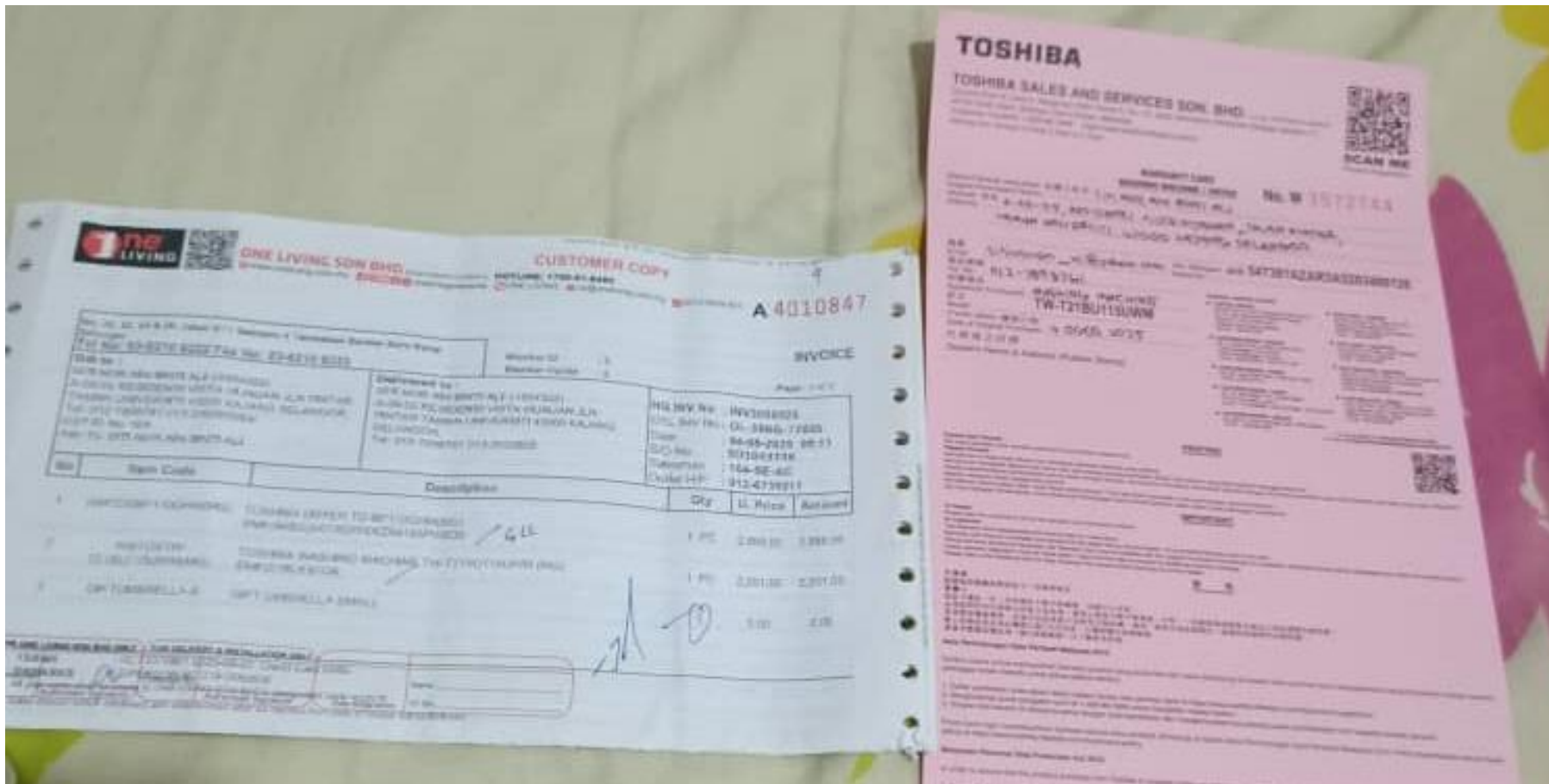
REJECTED REASONS

1. **No invoice/receipt** - delivery orders, sales orders, order confirmations, handwritten forms, or any other documents that are not invoices and do not include product information are not accepted. The invoice must clearly list the dealer, product, price, and date information.
2. **No Toshiba original warranty card** – dealer extended warranty certificates are not accepted.
3. **Documents blurry** – unable to read and verify.
4. **Multiple submissions** – The invoice/product serial number has already been submitted by someone else.
5. **Incorrect or No product serial number**
6. **Violation of Terms & Conditions:**
 - Purchase was made outside the campaign period.
 - Product is not included in the promotion.
 - Submission was made by the dealer / floor staff.

APPENDIX

REJECTED SAMPLES

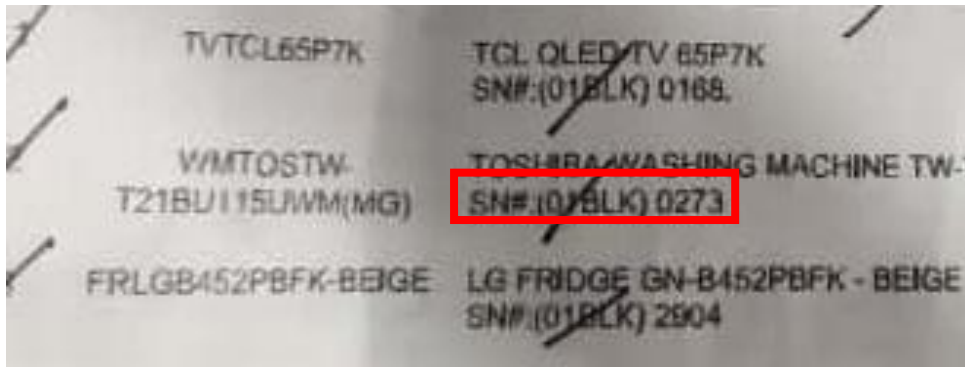
Documents Blurry – Hard to read, unable to verify.



APPENDIX

REJECTED SAMPLES

Incorrect Product Serial Number – Filled in the wrong product serial number or Non-Toshiba Product Serial Number



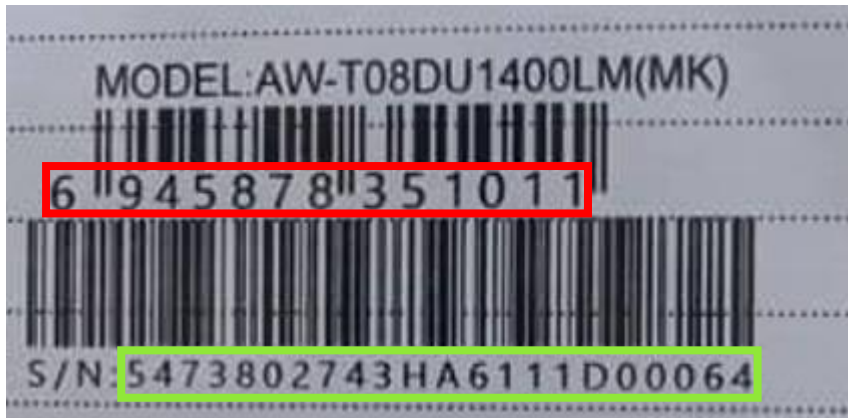
Toshiba Product Serial Number starts with **547....**

Exception:

Microwave – may start with **W**, or **S**.

Water Heater –starts with **IW**

Air Conditioner – starts with **5** and 5 digits only

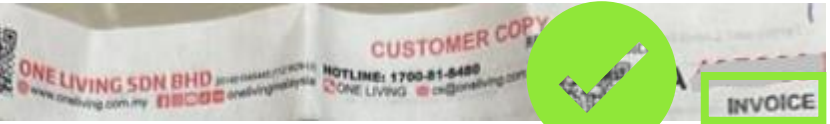
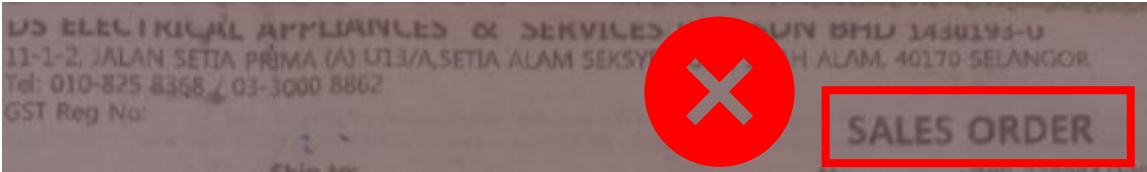
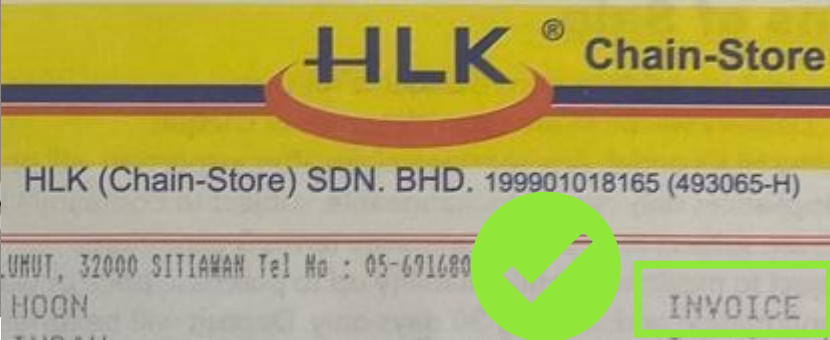
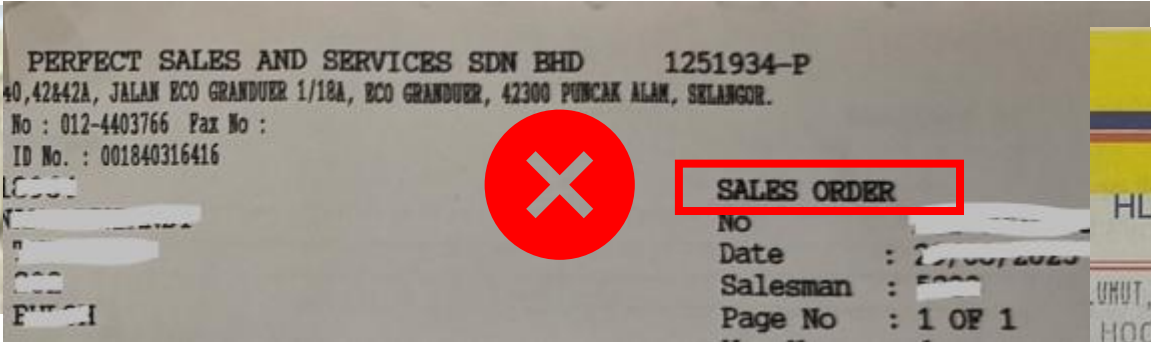
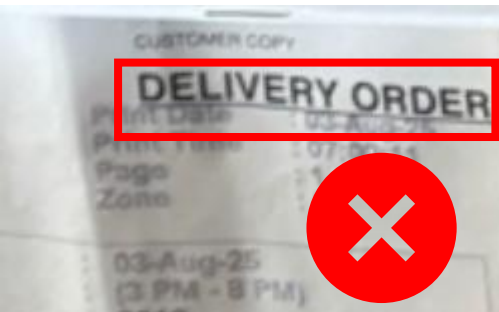


TOSHIBA

APPENDIX

REJECTED SAMPLES

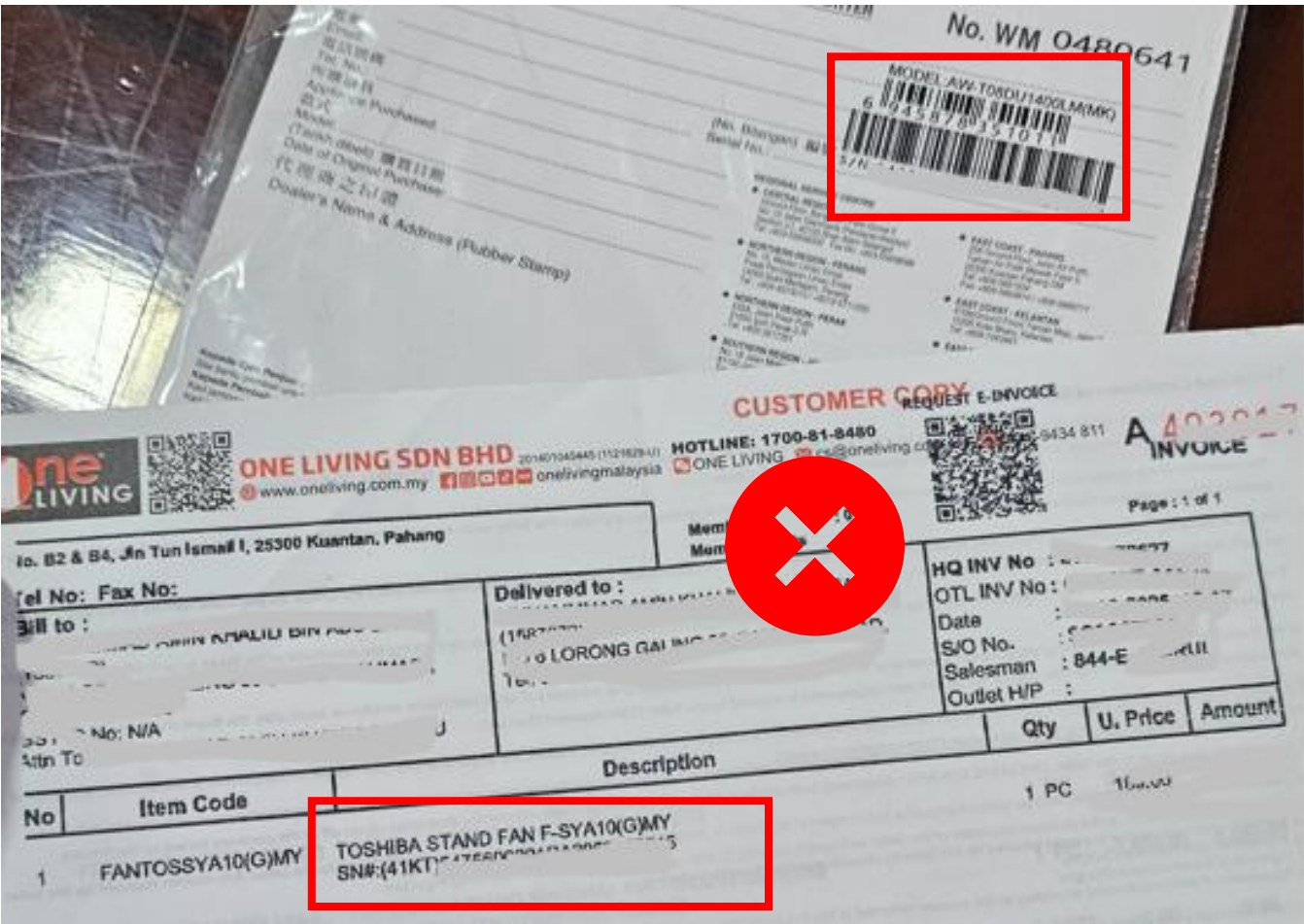
Wrong Document \ Handwritten Document – Not Invoice



APPENDIX

REJECTED SAMPLES

Wrong Documents – Product Invoice & Warranty Card mismatch, Dealer’s Extended Warranty Card



← e-Cert

SENHENG

1

PLUSONE® SERVICE CONTRACT CERTIFICATE

Customer Name : [REDACTED]
PlusOne No. : [REDACTED]
Sales Order No. : G000000000
Invoice Date : [REDACTED]
Sales Invoice No. : [REDACTED]

PlusOne® Service Contract Certificate Number : [REDACTED]

PlusOne® Plan Code : [REDACTED]
Commence Date : [REDACTED]
Expiry Date : 28
Product Model Code : [REDACTED]

Product Purchase Price (Max Repair Coverage) : [REDACTED]
Aggregate Balance : [REDACTED]

This PlusOne® Service Contract will only be valid if it has the same or matching number as stated in the Sales Order Document.

DECLARATION:


This Service Contract is issued pursuant to your subscription to the PlusOne® Service Contract AND is subject to terms and conditions set out in this Service Contract. Kindly take a few moments to read and understand the Terms & Conditions of this Service Contract; and check that all the particulars, specifically your personal information printed in this Service Contract are correct. Failure to revert within 14 days from the date of this Service Contract will mean that you accept the Terms & Conditions of this Service Contract and that all your personal information contained herein are complete, true and accurate.

Disclosure: It is advisable to disclose all material facts affecting the acceptance and assessment of this PlusOne® Service Contract. Failure to disclose the required information may affect or invalidate this PlusOne® Service Contract. Effect: As this Service Contract is issued pursuant to your subscription to the PlusOne® Service Contract with Senheng Electric (KL) Sdn Bhd, no signature is required to validate this service contract.

APPENDIX

REJECTED SAMPLES

Invoice \ Receipt No Product Information



SURIA SURIA JERAI ELECTRICAL SDN. BHD. (645465-U)

NO.2359AB,2360AB,2361AB LORONG SERAI WANGI 1/10 TAMAN SERAI WANGI Tel No : 012-4667478-804-483385

Received From : ADRIAL CHONG

Address : [REDACTED]

Tel : [REDACTED]

TAMAN SERAI WANGI

OFFICIAL RECEIPT

No : B25*008099930

Manual No : [REDACTED]

Date : [REDACTED]

Time : [REDACTED] PM

Slm : [REDACTED]

Being Payment of

SALES ORDER [REDACTED]

Payment Mode Cheque/Card No

2,890.00 VISA CARD [REDACTED]

Amount

2,890.00

The Sum of Ringgit Malaysia

TWO THOUSAND EIGHT HUNDRED AND NINETY ONLY

Issued By : NCM06

Time : 15:09:18

Per : 1

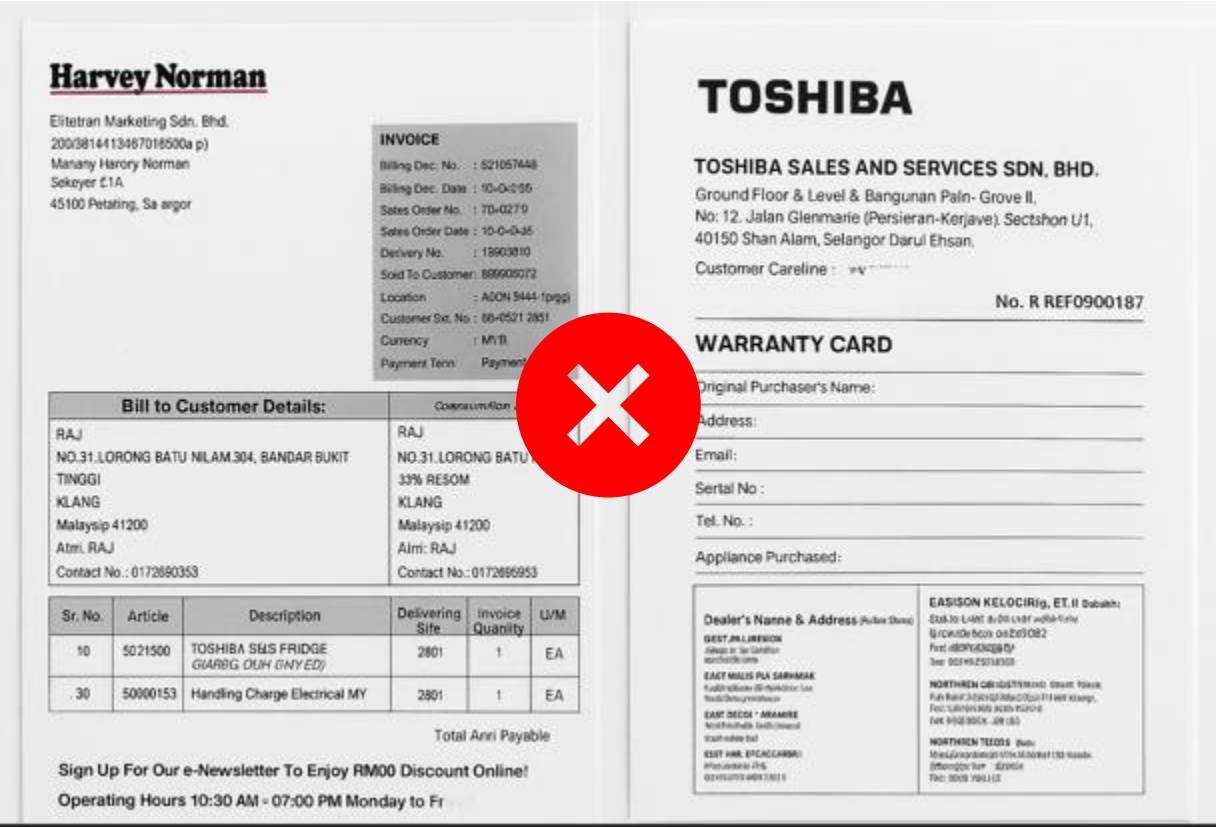
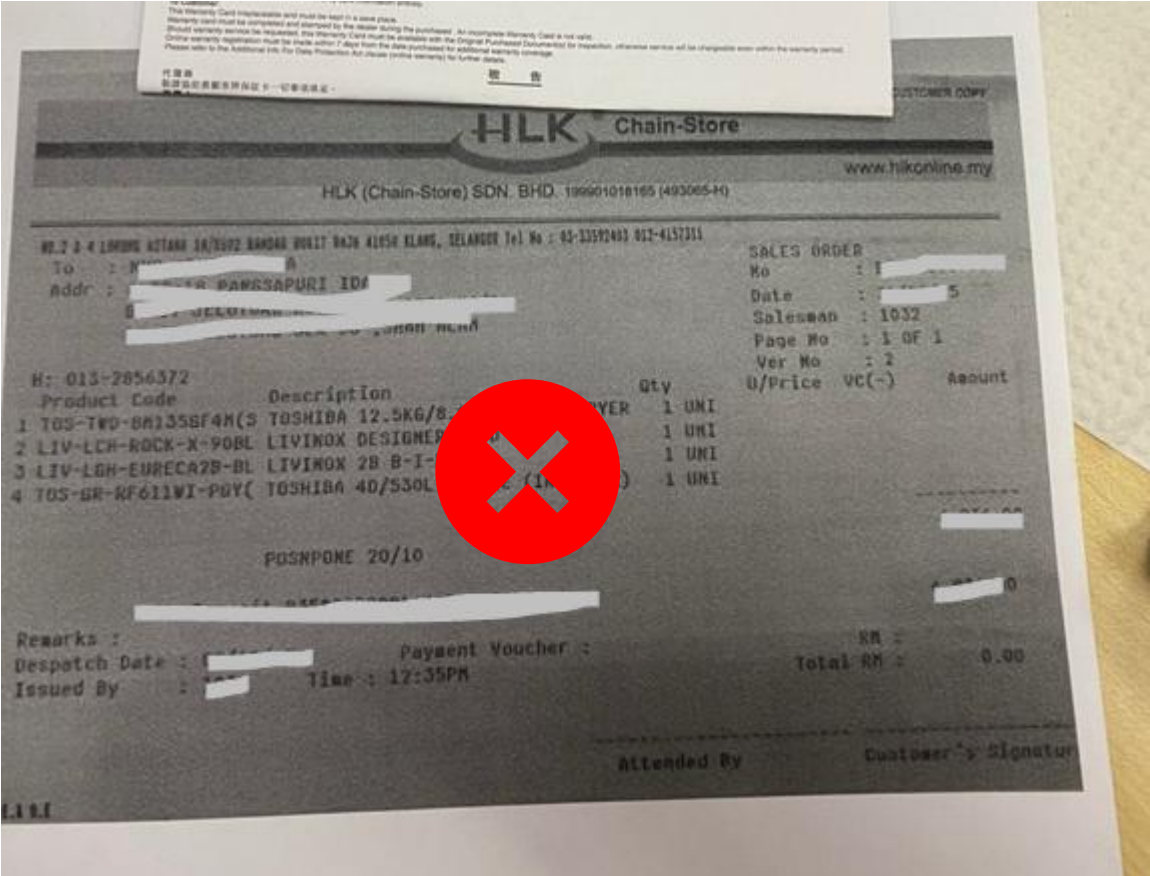
SURIA JERAI ELECTRICAL-PADANG

SURIA JERAI ELECTRICAL-PADANG

APPENDIX

REJECTED SAMPLES

Not Original Document \ Falsified AI Generated Documents



Not Original Document



APPENDIX

EXAMPLE OF TNG CREDITED

History	
14 Nov 25 - 13 Dec 25	Send to email
DECEMBER 25	
12 Dec, 15:43 ToshibaReward Credit Adjustment	+RM100.00
12 Dec, 15:43 ToshibaReward Credit Adjustment	+RM200.00