

TOSHIBA CONSUMER CAMPAIGN



REDEMPTION GUIDE

TOSHIBA

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STEP 1: PURCHASE SELECTED MODEL WITH PROMOTION TAG



This product entitle **TNG RM500**



This product entitle **FREE GIFT A**

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EXAMPLES

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

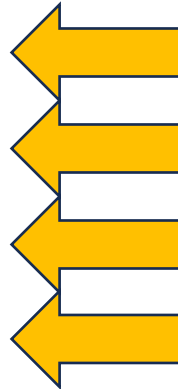
Tough TNG RM50

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

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EXAMPLES

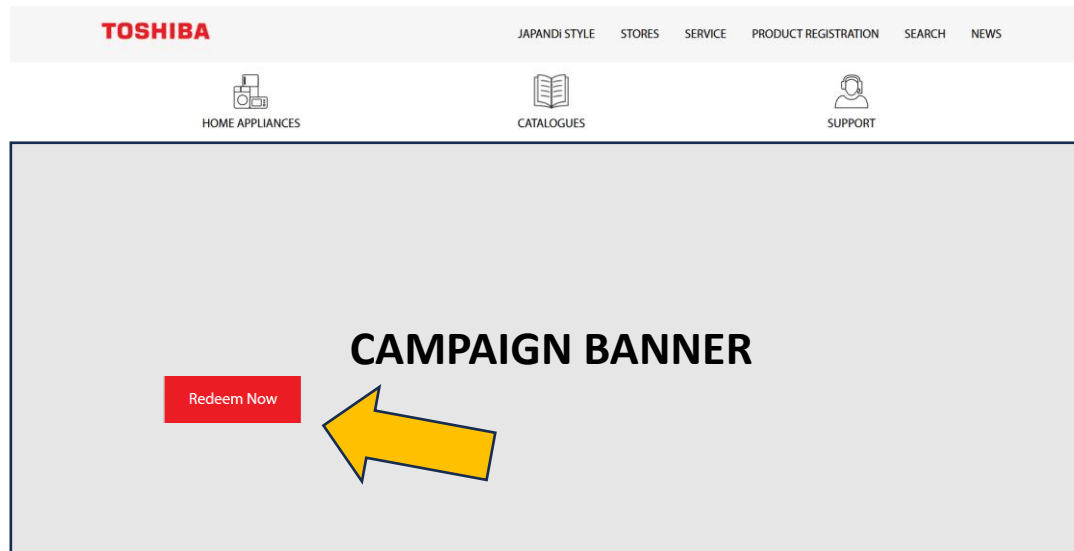
STEP 2: SCAN THE QR CODE TO VISIT CAMPAIGN WEBSITE

QR Code in Promotion Materials



OR

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



OR

Direct <https://www.toshiba-lifestyle.com/my/promotions/2026-riang-ria-raya>

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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

Make sure you already signed in to any Google account
to fill the form



Fill in your email (*to receive a copy of your response email*)



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CAMPAIGN NAME | 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 note that **28-Feb-26** 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-26, the reward will be forfeited.**

Read the [Redemption Guide](#).

Check Submission Status: <https://www.toshiba-lifestyle.com/my/promotions/beyond-celebrations>

email @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

Email *

Your email

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

If you have multiple eligible products, submit them separately.



Model Purchased *

Choose 

How much did the product cost?



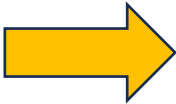
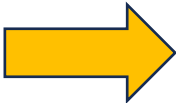
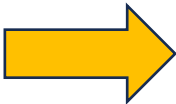
Product Price *

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

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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 "\"
Combo Unit = Washer & Dryer Combo, Air-Con (AC & KC unit)



Product Serial Number *

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



Your answer

STEP 4: FILL THE REDEMPTION FORM

Upload a clear photo of

Product Serial Number sticker on Machine Body

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



Upload Product Serial Number Photo *

Please upload 1 clear photo of the product serial number sticker on the machine body.
For **combo unit** purchase (Washer + Dryer Combo, Air-Con), please upload each of the product serial number separately.

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

[Add file](#)



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STEP 4: FILL THE REDEMPTION FORM

Upload a clear photo of **Invoice**

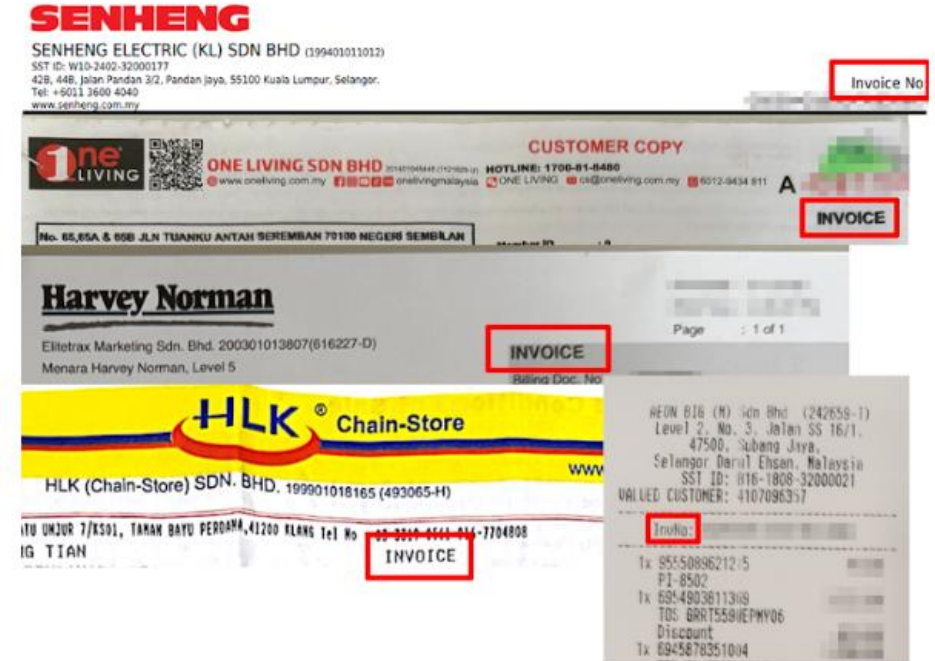
Delivery Order, Sales Order, Order Confirmation, Purchase Order, Proforma Invoice, Order Receipt, or Handwritten form are not accepted.

Information such as Dealer Name, Product Model, Product Price, Invoice Date, Invoice Number must be clearly visible



Upload a clear copy of the Purchase Receipt/Invoice *

Only invoices will be accepted (not delivery orders, purchase order, sales orders, order confirmations, or receipts without product information and etc). 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

STEP 4: FILL THE REDEMPTION FORM

Upload a clear photo of **Warranty Card**

Any document other than the original official Toshiba warranty card is not accepted.



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

TOSHIBA SALES AND SERVICES SDN. BHD.
Ground Floor & Level 5, Bangunan Palm Grove II, No. 12, Jalan Glenmarie (Persiaran-Kertjaya) Section U1,
40150 Shah Alam, Selangor Darul Ehsan, Malaysia.
Customer Careline: 1-300-88-7899 www.toshiba.com.my

Working Hour:
Monday to Friday
8.30 am to 5.15 pm

WARRANTY CARD
WASHING MACHINE / DRYER

No. WM [Redacted]

MODEL: AW-T08DUH2000GMMG

6 975188 267472

SN 54

(Nama Pembeli yang Asli) 原購入姓名
Original Purchaser's Name
(Alamat) 地址
Address

電話號碼
Tel. No.
Email
Appliance Purchased:
Model:
(Tarikh dibeli) 購買日期
Date of Original Purchase:
代理商之印證
Dealer's Name & Address (Rubber Stamp)

REGIONAL SERVICE CENTRE

- CENTRAL REGION
General Firm (Bangunan Palm Grove II)
No. 12, Jalan Glenmarie (Persiaran-Kertjaya) Section U1,
40150 Shah Alam, Selangor Darul Ehsan, Malaysia.
Tel: 401-887899 Fax: 401-887899
- NORTHWEST REGION - PERAK
No. 12, Jalan Glenmarie (Persiaran-Kertjaya) Section U1,
40150 Shah Alam, Selangor Darul Ehsan, Malaysia.
Tel: 401-887899 Fax: 401-887899
- NORTHWEST REGION - JOHOR
No. 12, Jalan Glenmarie (Persiaran-Kertjaya) Section U1,
40150 Shah Alam, Selangor Darul Ehsan, Malaysia.
Tel: 401-887899 Fax: 401-887899
- SOUTHERN REGION - MELAKA
No. 12, Jalan Glenmarie (Persiaran-Kertjaya) Section U1,
40150 Shah Alam, Selangor Darul Ehsan, Malaysia.
Tel: 401-887899 Fax: 401-887899
- EAST COAST - PAHANG
No. 12, Jalan Glenmarie (Persiaran-Kertjaya) Section U1,
40150 Shah Alam, Selangor Darul Ehsan, Malaysia.
Tel: 401-887899 Fax: 401-887899
- EAST COAST - KELANTAN
No. 12, Jalan Glenmarie (Persiaran-Kertjaya) Section U1,
40150 Shah Alam, Selangor Darul Ehsan, Malaysia.
Tel: 401-887899 Fax: 401-887899
- EAST MALAYSIA - SABAH
No. 12, Jalan Glenmarie (Persiaran-Kertjaya) Section U1,
40150 Shah Alam, Selangor Darul Ehsan, Malaysia.
Tel: 401-887899 Fax: 401-887899
- EAST MALAYSIA - SARAWAK
No. 12, Jalan Glenmarie (Persiaran-Kertjaya) Section U1,
40150 Shah Alam, Selangor Darul Ehsan, Malaysia.
Tel: 401-887899 Fax: 401-887899

PENTING

Kepada Ejen Pengira:
Silalahkan pastikan untuk mengisi maklumat & tandatangan sepenuhnya.

Kepada Pembeli:
Kad jaminan ini tidak boleh dipotong dan hendaklah disimpan ditempat yang selamat.
Kad jaminan hendaklah dipaparkan dan dipaparkan dengan segera semasa pembaikan dibuat. Kad jaminan yang tidak dipaparkan dianggap tidak sah.
Abaikan sekiranya pembaikan servis dalam tempoh jaminan, kad jaminan hendaklah dipaparkan dengan dokumen pembelian asal untuk dipaparkan. Jika tidak servis akan dikenakan bayaran melalui dalam jangka masa jaminan.
Pembelian servis dalam masa ini akan dibuat dalam tempoh 7 hari dari tarikh pembelian untuk pembaikan servis tambahan.
Silalahkan pastikan maklumat Pembaikan Data Pelanggan (jika ada) untuk maklumat tambahan.

IMPORTANT

To Dealer:
Please help the customer to fill in the warranty card information entirely.

To Customer:
This Warranty Card is important and must be kept in a safe place.
Warranty card must be presented and displayed by the dealer during the purchased. An incomplete Warranty Card is not valid.
Ignore warranty service if requested the Warranty Card that is not valid with the Original Purchased Document(s) for inspection, otherwise service will be chargeable even within the warranty period.
Online warranty registration must be made within 7 days from the date purchased for additional warranty coverage.
Please refer to the Additional Info For Data Protection Act clause (online warranty) for further details.

TOSHIBA

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 *

Your Name as per IC/Passport

Your answer

Your Contact Number \ TNG Registered **Mobile 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 +60 12 3456 7890,
please enter 1234567890.

Your answer

Your **Full Delivery Address**

*Street Name + Post Code + City + State. Full delivery address is required. We are not
responsible if the gift fails to be delivered due to an incomplete address.*



Full Address *

Street Name + Post Code + City + State. Full delivery address is required. **We are not
responsible if the gift fails to be delivered due to an incomplete address.**

Your answer

The 5-Digit **Post Code**



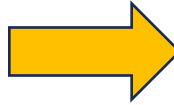
Post Code *

Your answer

TOSHIBA

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.

A copy of this form

will be sent to the email address you entered above, you may review the form you submitted via the email

Click to Submit the Form



A copy of your responses will be emailed to the address you provided.

Submit

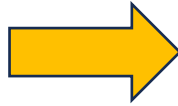
Clear form

Never submit passwords through Google Forms.

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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



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.

TOSHIBA

STEP 5: CHECK THE SUBMISSION STATUS

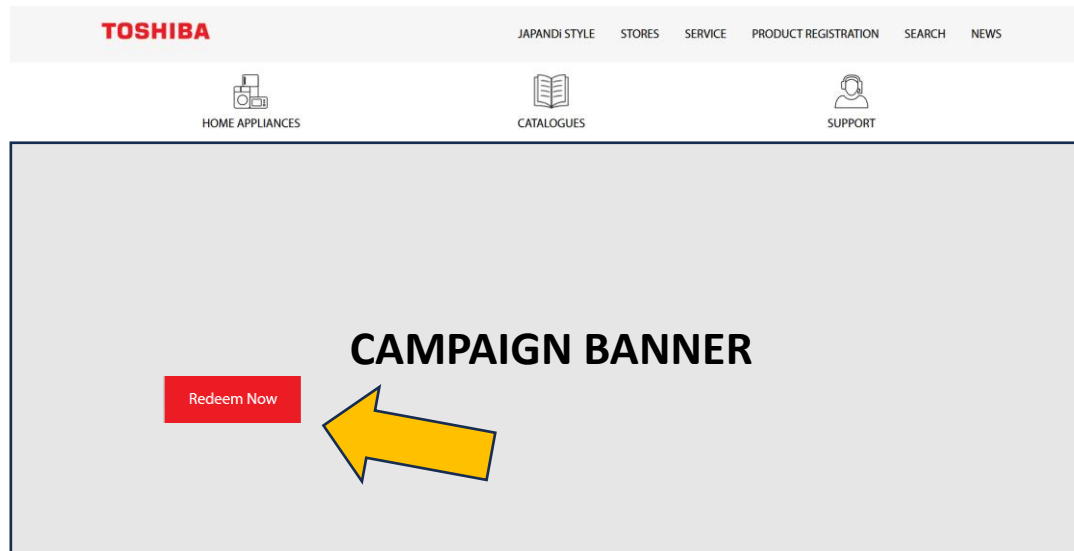
Re-Visit the Campaign Website

QR Code in Promotion Materials



OR

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



OR

Direct Direct <https://www.toshiba-lifestyle.com/my/promotions/2026-riang-ria-raya>

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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

CAMPAIGN NAME

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-26** 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-26, the reward will be forfeited.**

Check with Mobile Number (without +60) 123456789

TOSHIBA

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

Approved submissions dated 1-24 December 2025 Free Gift Redemption Tracking Code on 15

← Key-in your submitted Phone Number

Submission Date ^	Mobile Number	Full Name	Model Purchased	Status	Reward \ Remark	Credit DatePos Laju Tracking Code
18-Nov-25 12:00:00	123456789	EXAMPLE	RAS-H10B2KCV2G-M / A...	Rejected	No Invoice. [Delivery Order...	-
18-Nov-25 12:00:00	123456789	EXAMPLE	Combo Deal TW-T25BZP1...	Pending	Violation (T&C #3) Please ...	-
18-Nov-25 12:00:00	123456789	EXAMPLE	AF-74CS1TRMY(H) - TNG...	Not Eligible	Invalid Purchase Date [Out...	-
18-Nov-25 12:00:00	123456789	EXAMPLE	JAPANDi T37 Combo Was...	Approved	RM800	2025-12-01
18-Nov-25 12:00:00	123456789	EXAMPLE	JAPANDi GR-RF690WI-P...	Rejected	No Warranty Card	-
18-Nov-25 12:00:00	123456789	EXAMPLE	RAS-H13B2KCV2G-M / A...	Rejected	Documents Not Readable,...	-
18-Nov-25 12:00:00	123456789	EXAMPLE	MW3-SAC24SF(BK) - TN...	Approved	RM30	2025-12-01
18-Nov-25 12:00:00	123456789	EXAMPLE	MS5-STR30SFZ(BK) - Gift E	Approved	Gift E	ENE133829XXXMY

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.

The latest updates will be announced at this section

Approved submissions dated 1–31 December 2025 Free Gift Pos Laju Tracking Code updated. TNG credits have been directly credited to your submitted mobile number on 15 Jan 2026.

Submission Date ^	Mobile Number	Full Name	Model Purchased	Status	Reward \ Remark	Credit DatePos Laju Tracking Code
18-Nov-25 12:00:00	123456789	EXAMPLE	RAS-H10B2KCV2G-M / A...	Rejected	No Invoice. [Delivery Order...	-
18-Nov-25 12:00:00	123456789	EXAMPLE	Combo Deal TW-T25BZP1...	Pending	Violation (T&C #3) Please ...	-
18-Nov-25 12:00:00	123456789	EXAMPLE	AF-74CS1TRMY(H) - TNG...	Not Eligible	Invalid Purchase Date [Out...	-
			Was...	Approved	RM800	2025-12-01
			/P...	Rejected	No Warranty Card	-
			/A...	Rejected	Documents Not Readable,...	-
18-Nov-25 12:00:00	123456789	EXAMPLE	MW3-SAC24SF(BK) - TN...	Approved	RM30	2025-12-01
18-Nov-25 12:00:00	123456789					ENE133829XXXMY

If you submission is rejected, please refer the **Remark** column.
Resubmit with corrective action.
Mouse over the Remark column for complete info.

The crediting date will be updated once credited.
The tracking code will be updated once ready for shipment

APPENDIX

WHAT IF MY SUBMISSION IS REJECTED

Resubmit the form with the corrective action

Please ensure you resubmit before the campaign closing date stated in the campaign page.

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 GET YOUR SUBMISSION APPROVED

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 ON MACHINE BODY**.
6. Submit the **CORRECT PRODUCT SERIAL NUMBER**. Please refer to the sticker with the barcode and the characters following “S/N”.

APPENDIX

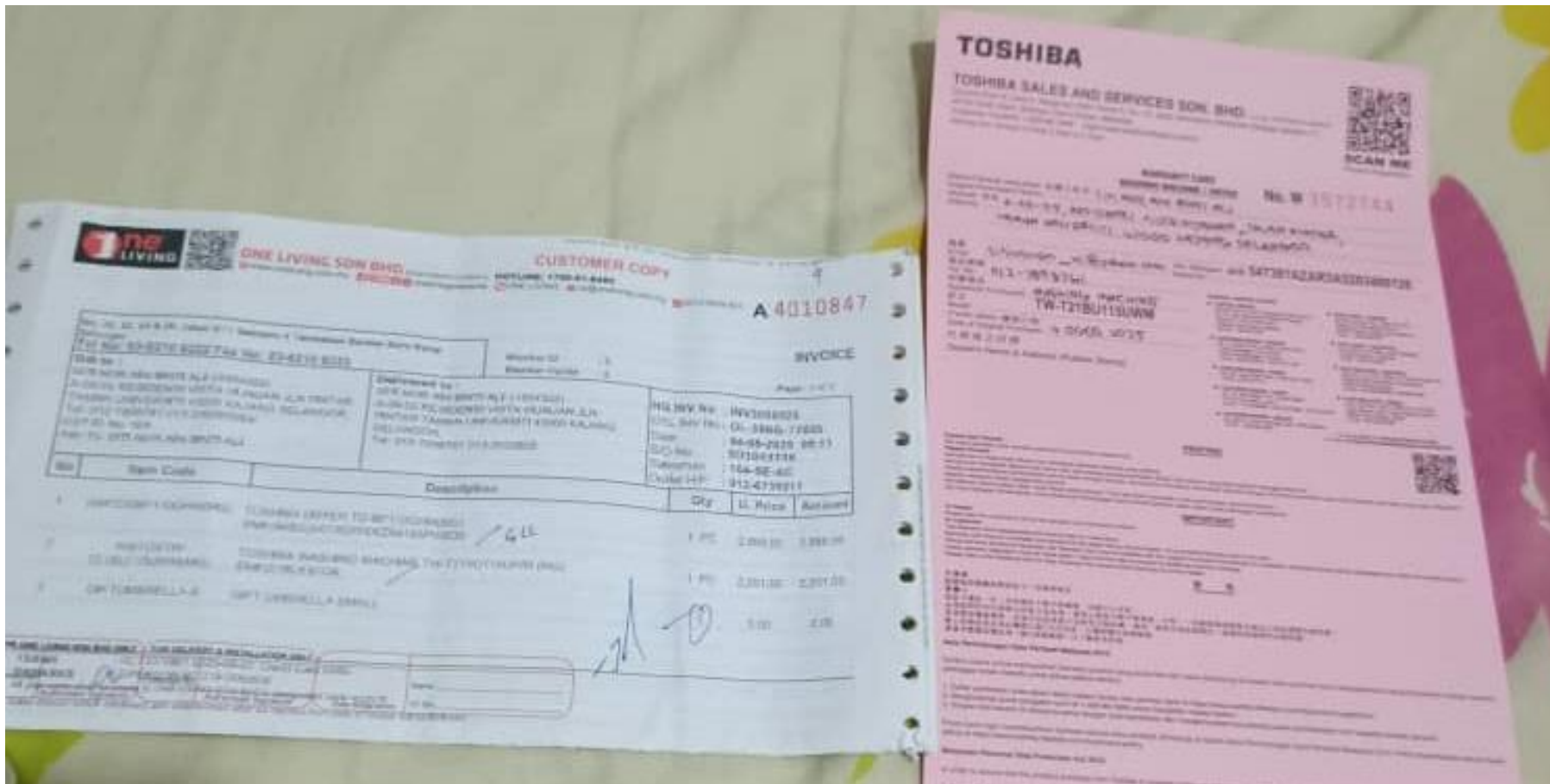
REJECTED REASONS

1. **No invoice/receipt** - delivery orders, sales orders, order confirmations, purchase order, proforma invoice, 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. **No Machine Body Product Serial Number Sticker Photo**
4. **Documents blurry** – unable to read and verify.
5. **Multiple submissions** – The invoice/product serial number has already been submitted by someone else.
6. **Incorrect or No product serial number**
7. **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.
 - *Refer campaign terms & conditions for more information*

APPENDIX

REJECTED SAMPLES

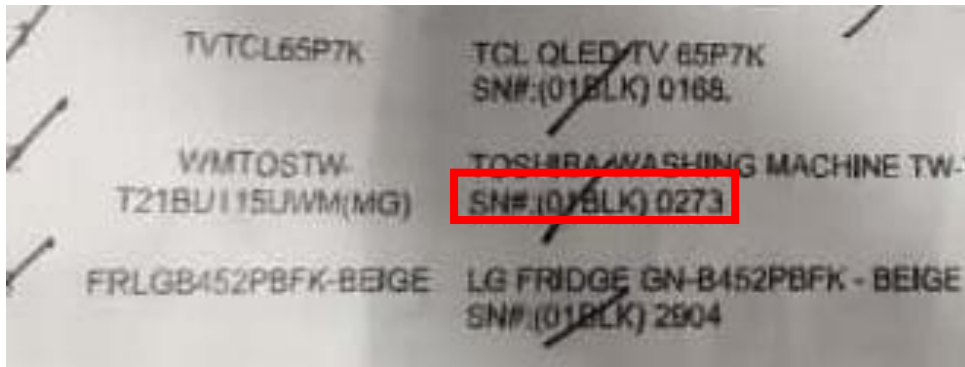
Documents Blurry – Hard to read, unable to verify.



APPENDIX

REJECTED SAMPLES

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



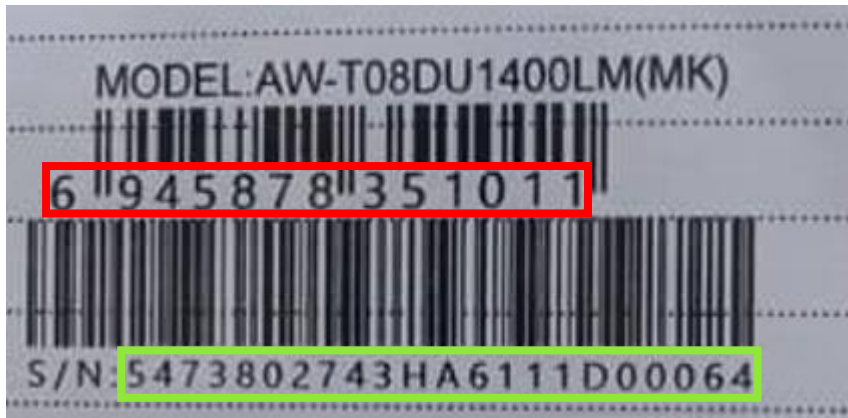
Toshiba Product Serial Number starts with **547....**

Exception:

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

Water Heater –starts with **IW**

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

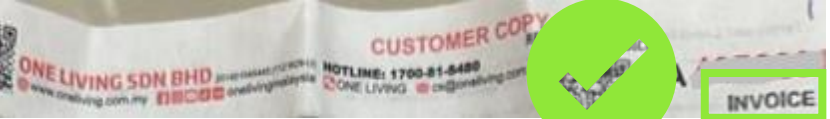
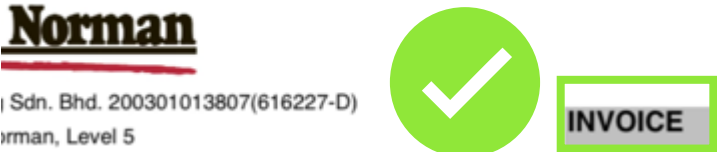
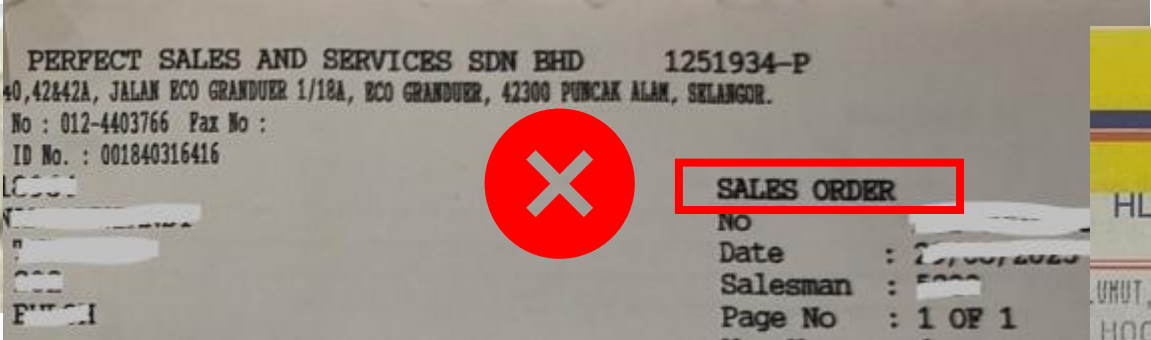
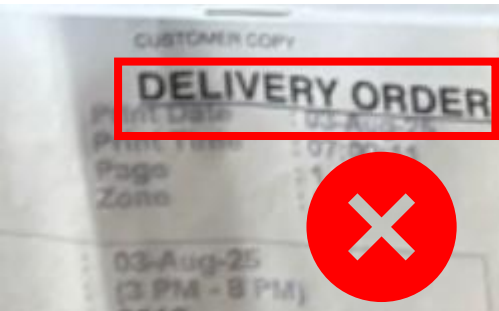


TOSHIBA

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

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) : R [REDACTED]

Aggregate Balance : [REDACTED]

Invoice Date : [REDACTED]

Sales Invoice No. : [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 : ADRIEL 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

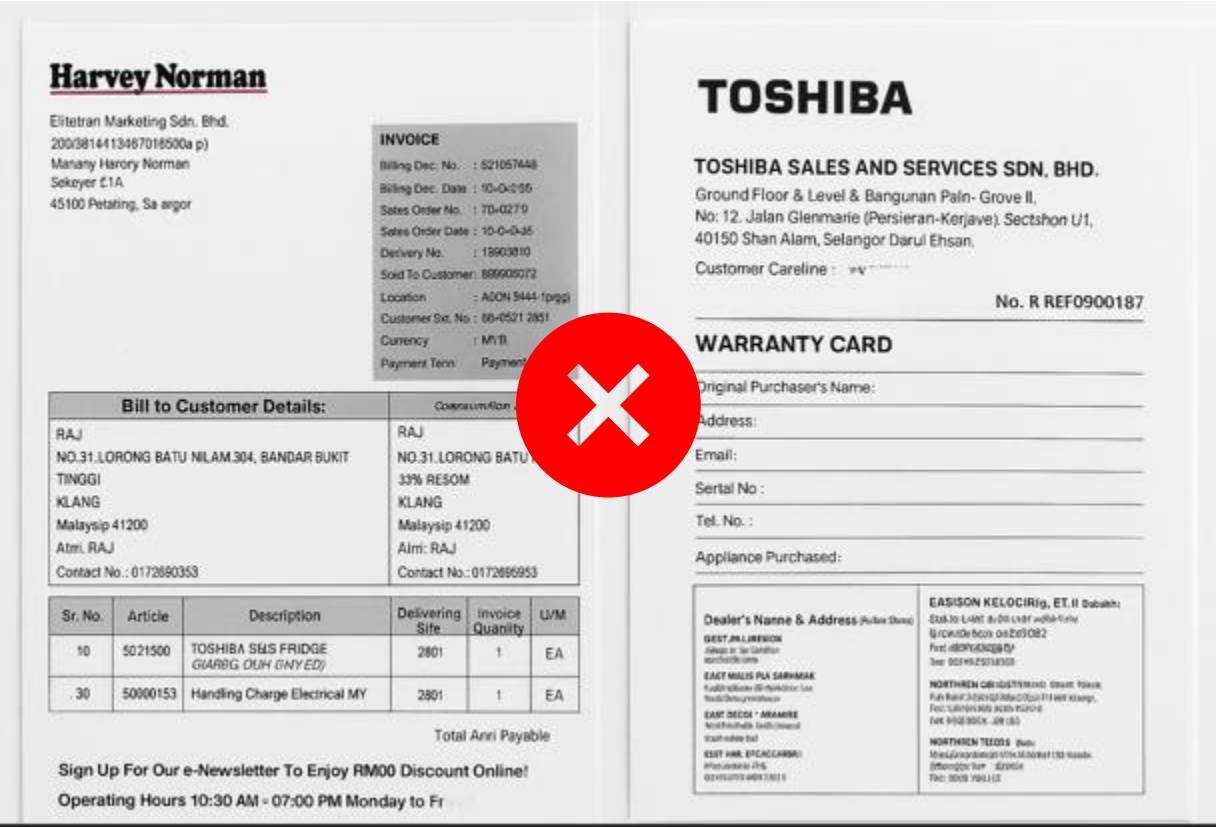
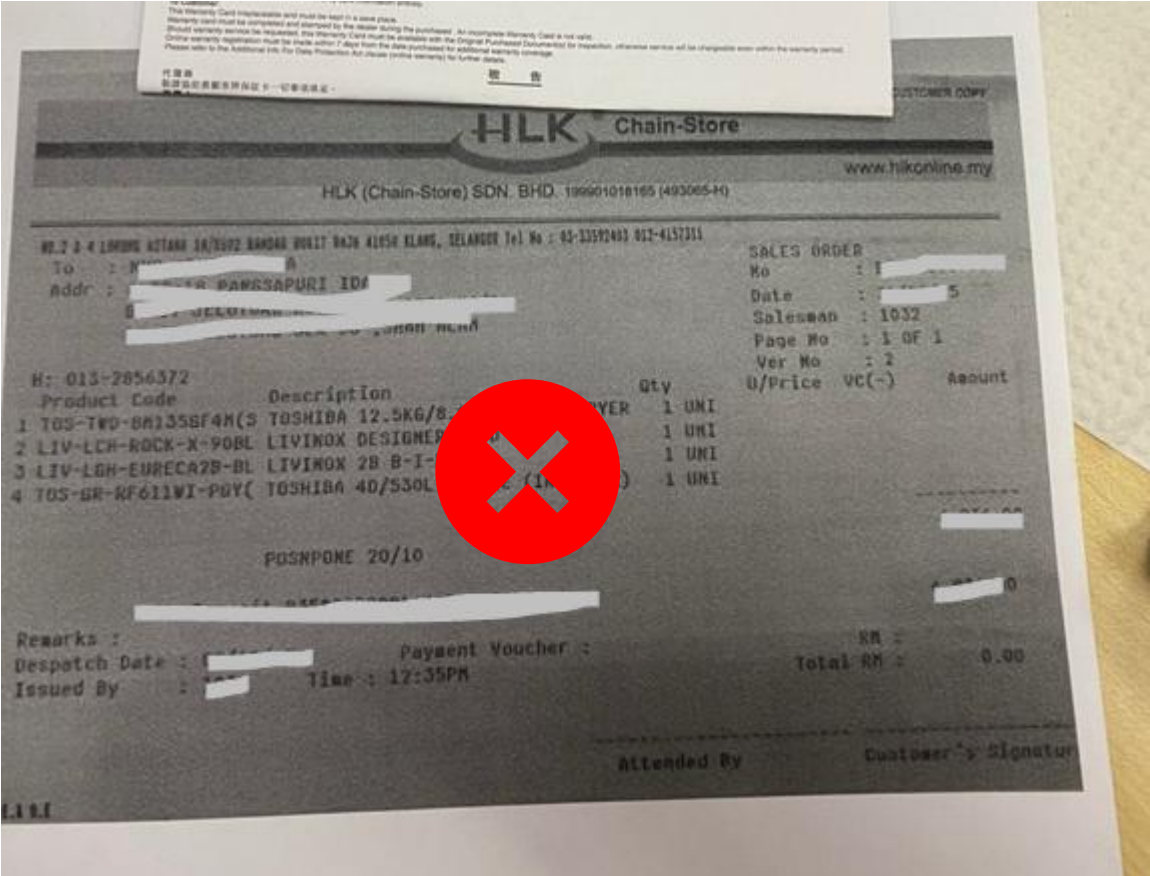
SURIA JERAI ELECTRICAL-PADANG

SURIA JERAI ELECTRICAL-PADANG

APPENDIX

REJECTED SAMPLES

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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

Example 1

+RM100.00	
Transaction Type	Credit Adjustment
Payment Details	ToshibaReward
Payment Method	eWallet Balance
Date/Time	15/01/2026 12:06:08
Wallet Ref	118 [REDACTED]
Status	Successful

Example 2