

TOSHIBA CONSUMER CAMPAIGN



# REDEMPTION GUIDE

**TOSHIBA**

# INDEX

- [STEP 1: PURCHASE SELECTED MODEL WITH PROMOTION TAG](#)
- [STEP 2: SCAN THE QR CODE TO VISIT CAMPAIGN WEBSITE](#)
- [STEP 3: VISIT CAMPAIGN WEBSITE FIND THE REDEMPTION FORM](#)
- [STEP 4: FILL THE REDEMPTION FORM](#)
- [STEP 5: CHECK THE SUBMISSION STATUS](#)
- **APPENDIX**
  - [WHAT IF MY SUBMISSION IS REJECTED](#)
  - [HOW TO GET YOUR SUBMISSION APPROVED](#)
  - [REJECTED REASONS](#)
  - [REJECTED SAMPLES](#)
  - [EXAMPLE OF TNG CREDITED](#)

# 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

**RM 3,099**



Also available:

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

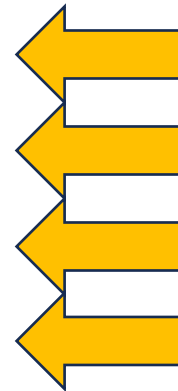
**Tough TNG RM50**

**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**

**EXAMPLES**

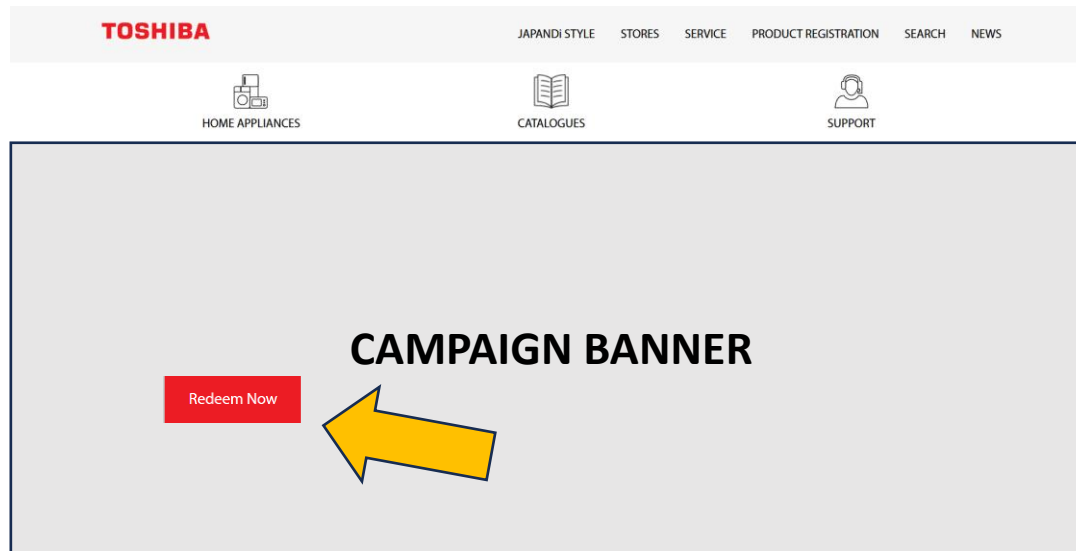
# STEP 2: SCAN THE QR CODE TO VISIT CAMPAIGN WEBSITE

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-riya>

**TOSHIBA**

# STEP 3: VISIT CAMPAIGN WEBSITE

## FIND THE REDEMPTION FORM

How to Redeem

Eligible Products

Redemption Form & Terms & Conditions

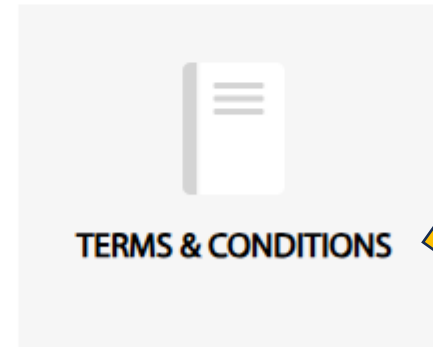
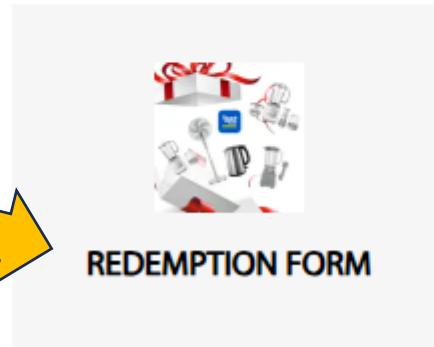
Submission Status Check

FAQs

### REDEMPTION FORM

---

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



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*)



**TOSHIBA**

# TOSHIBA

## 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

Select Combo Deal if the purchase is combo unit

*If you have multiple eligible products, submit them separately.*



### Model Purchased \*

Choose

How much did the product cost?



### Product Price \*

Your answer

Choose

JAPANDI GR-RF690WI-PGY(67) - TNG RM500

JAPANDI GR-RF695WI-PGY(67) - TNG RM500

JAPANDI KUMO GR-RF680WI-PGY(D4) - Gift A

JAPANDI KUMO GR-RF681WI-PGY(D4) - Gift A

JAPANDI T37 TW-T37BZP115MWM(WT) + TD-T37BS90HWM(WT) - TNG RM800

Combo Deal TW-T21BU115UWM(MG) + TD-BP110GHM(MG) - TNG RM150

Combo Deal TW-T21BU140UWM(MG) + TD-BP110GHM(MG) - Gift B

Combo Deal TW-T25BZP140MWM(MG) + TD-T25BS110HWM(MG) - Gift B

Combo Deal TW-T25BZU105MWM(MG) + TD-T25BS110HWM(MG) - Gift B

Combo Deal TW-T25BZU115MWM(MG) + TD-T25BS110HWM(MG) - Gift B

AF-74CS1TRMY(H) - TNG RM20

AW-T06DU2000QM(MK) - TNG RM50

AW-T08DU1400LM(MK) - TNG RM50

AW-T08DU1600LM(MK) - TNG RM50

AW-T08DUH1800MM(MG) - TNG RM50

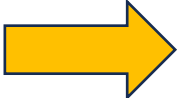
AW-T08DUH2000QM(MG) - TNG RM50

AW-T26DU1400LM(SG) - TNG RM50

# STEP 4: FILL THE REDEMPTION FORM



EXAMPLE



PURCHASE INFORMATION

Date of Purchase \*  
 This form is strictly for the [redacted] campaign [Purchase Period [redacted]].  
 Submissions made outside the campaign period and not in accordance with the applicable T&Cs will not be eligible for reward redemption.

Date  
 21/10/2025

Model Purchased \*  
 GR-RF611WI-PGY(22) - Gift F

Product Price \*  
 3099



# STEP 4: FILL THE REDEMPTION FORM

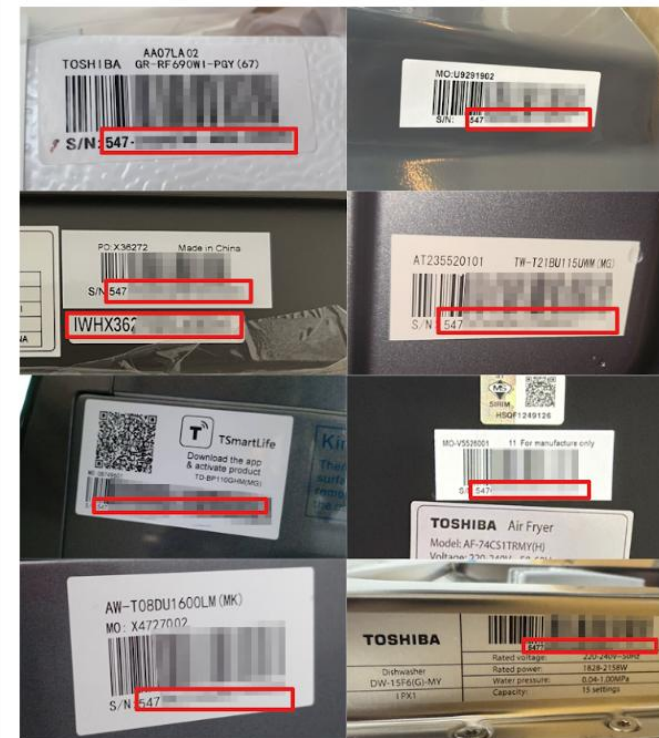
## Key-in the Product Serial Number

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 the Machine Body**

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



**Upload Product Serial Number Photo \***

**Machine Body Product Serial Number sticker photo.**

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

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

[Add file](#)



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# STEP 4: FILL THE REDEMPTION FORM

## Upload a clear photo of **Invoice**

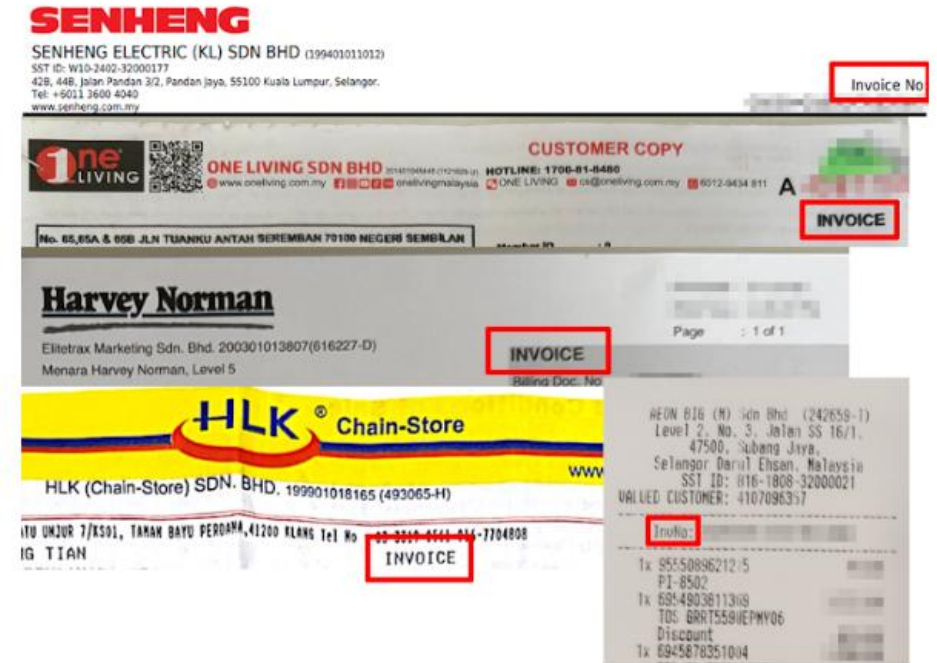
Delivery Order, Sales Order, Order Confirmation, Purchase Order, Proforma Invoice, Order Receipt, or Handwritten form are not accepted.

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.



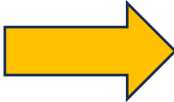
Upload 1 supported file: PDF or image. Max 10 MB.

[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.

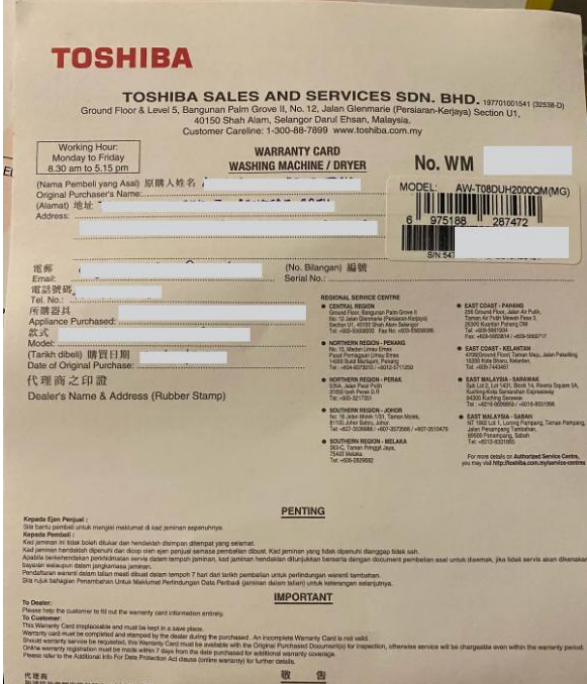


Upload Official Toshiba Warranty Card \*

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](#)



# 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 in MyKad

Your answer

Your Contact Number \ TNG Registered **Mobile Number**

Key in without the +60 or 60



### Mobile 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", Example: 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 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.

Your answer

The 5-Digit **Post Code**



### Post Code \*

Your answer

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# 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 read, understood, and agree to be bound by the Campaign Terms and 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

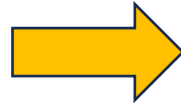
Clear form

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

**CAMPAIGN NAME** | 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/prom> CAMPAIGN WEBSITE ].

[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

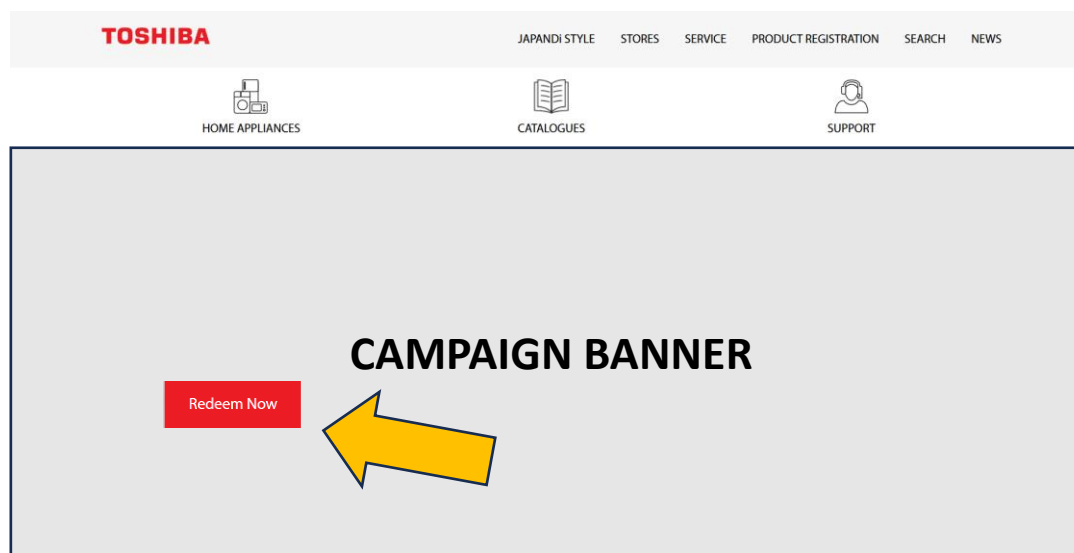
Re-Visit the Campaign Website

QR Code in Promotion Materials



OR

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

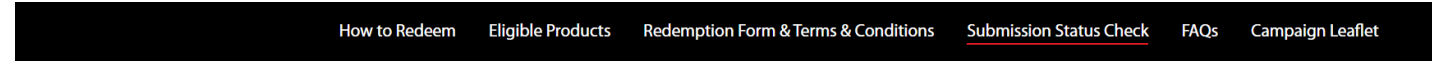


OR  
Direct to <https://www.toshiba-lifestyle.com/my/promotions/2026-riang-ria-raya>

**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**)*



## 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)



**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 - 31 December 2025 Free Gift Post-Order Tracking Code on 15  
 Key-in your submitted **Phone Number**

Submission Date ^	Mobile Number	Full Name	Model Purchased	Status	Reward \ Remark	Credit Date   Pos 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 Date   Pos 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
			IP...	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 your 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.

**DO NOT SUBMIT AT THE LAST MINUTE. IF YOUR SUBMISSION IS REJECTED, YOU MAY NOT HAVE CHANCE TO RESPOND AND RESUBMIT.**

# 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”.

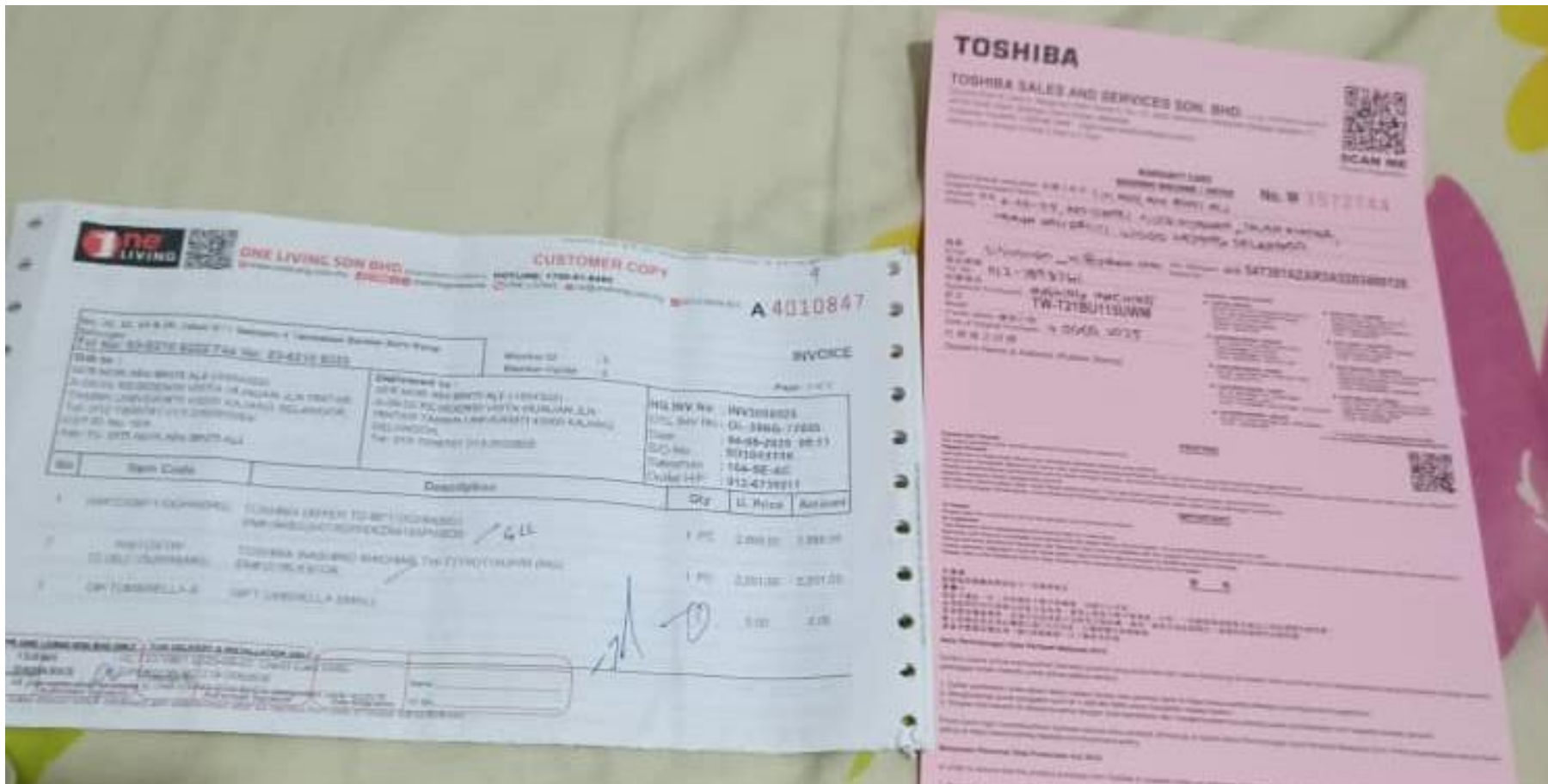
# APPENDIX

## 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

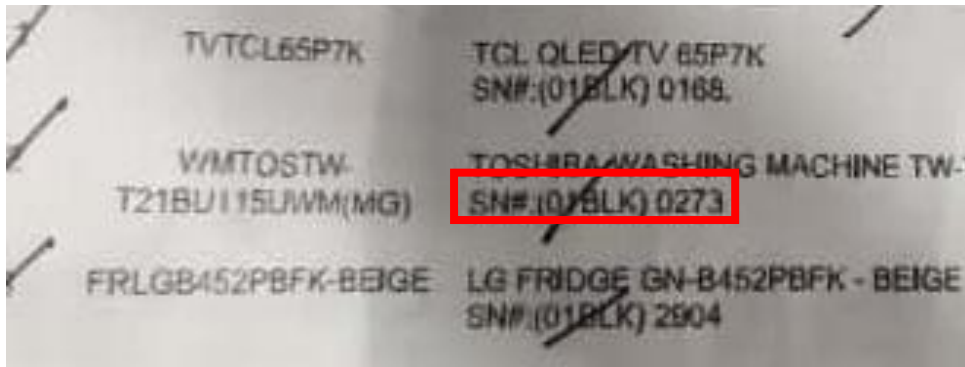
Documents Blurry – Hard to read, unable to verify.



# APPENDIX

## REJECTED SAMPLES

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



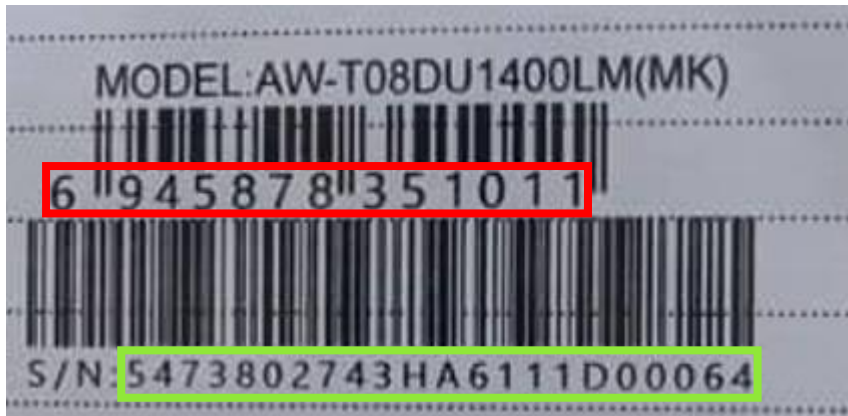
Toshiba Product Serial Number starts with **547...**

Exception:

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

Water Heater – starts with **IW**

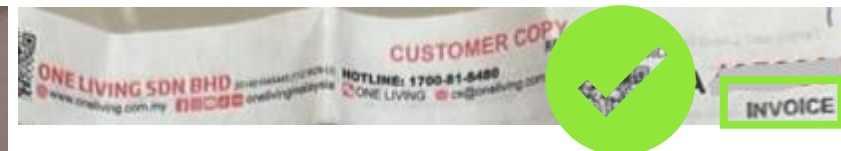
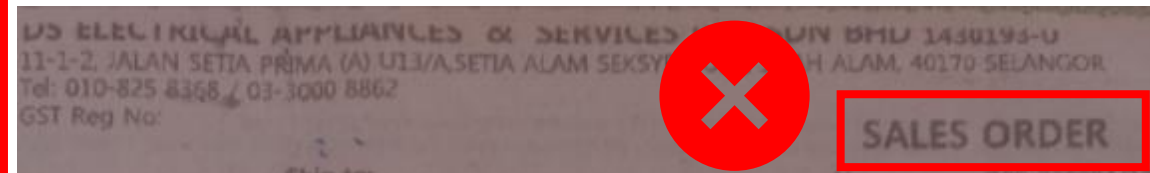
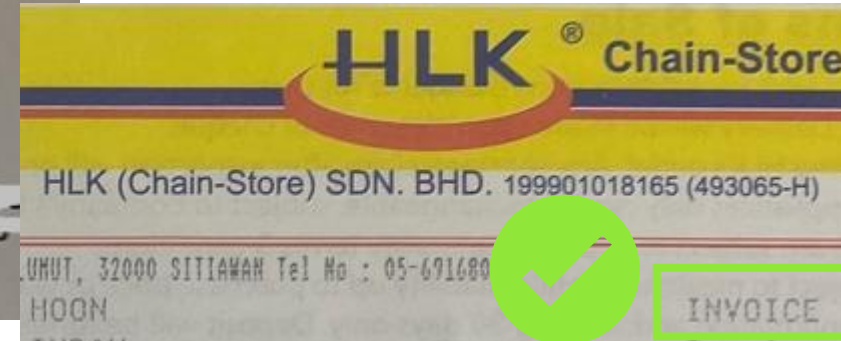
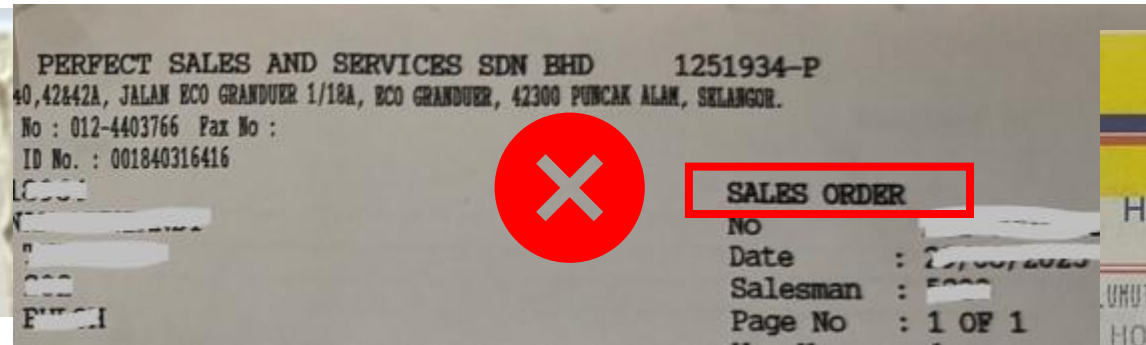
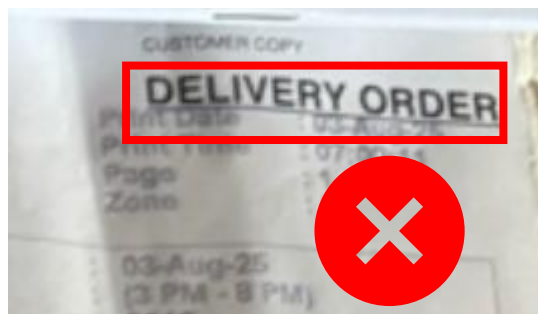
Air Conditioner – starts with **5** and 5 digits only



**TOSHIBA**

# APPENDIX REJECTED SAMPLES

Wrong Document \ Handwritten Document – Not Invoice



**SENHENG**

SENHENG ELECTRIC (KL) SDN BHD (199401011012)  
SST ID: W10-2402-32000177  
42B, 44B, Jalan Pandan 3/2, Pandan Jaya, 55200 Kuala Lumpur, Selangor.  
Tel: +6011 3600 4040



Invoice No:

# APPENDIX REJECTED SAMPLES


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




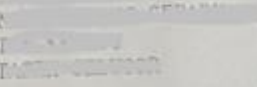
# APPENDIX


## REJECTED SAMPLES




Invoice \ Receipt No Product Information


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

NO. 2359AB, 2360AB, 2361AB JORONG SERAI WANGI 1/10 TAMAN SERAI WANGI. Tel No : 012-4667478-804-4853385

Received From :   
Address : 

Being Payment of  
SALES ORDER 


OFFICIAL RECEIPT  
No : B25\*008099999  
Manual No :  
Date :   
Time :   
Slm : 

Payment Mode	Cheque/Card No	Amount
2,890.00 VISA CARD		2,890.00

The Sum of Ringgit Malaysia  
TWO THOUSAND EIGHT HUNDRED AND NINETY ONLY

Issued By : NCM06  
Time : 15:09:18  
Ser : 1

SURIA JERAI ELECTRICAL-PADANG  
SURIA JERAI ELECTRICAL-PADANG





# APPENDIX REJECTED SAMPLES

Not Original Document

**TOSHIBA**  
TOSHIBA SALES AND SERVICES SDN. BHD. 187791001541 (323)8-09  
Ground Floor & Level 5, Bangunan Palm Grove 8, No. 12, Jalan Glenmarie Perumahan Kartajaya Section 07,  
48150 Shah Alam, Selangor Darul Ehsan, Malaysia.  
Customer Careline: 1-800-88-7999 www.toshiba.com.my

Working Hours:  
Monday to Friday  
& 30 min to 1.15 pm

**WARRANTY CARD** No. 8 REF0400006

Original Purchaser's Name: Keong

Address: Keong

Email: Keong

Tel. No. Keong

Applian: Keong

Dealer's Name: Keong

Address of Original Purchaser: Keong

**Keong**  
SIMEES HOME ELECTRIC SDN. BHD.  
(112)156-00  
30-41, Jalan Bercham,  
Medan Bercham Selatan, 31400 Ipoh, Perak.  
Tel: 012-9319392

**IMPORTANT**

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

**To Customer:**  
This Warranty Card is replaceable and must be kept in a safe place.  
Warranty card must be completed and stamped by the dealer during the purchase. An incomplete  
Warranty Card is not valid.  
Should warranty service be requested, this Warranty Card must be available 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.

**Malaysian Personal Data Protection Act 2010**  
In order to ensure that the product purchase from Toshiba is covered under our warranty scheme as  
specified in the warranty, you can choose the following options:  
Register your purchase online via our website at  
<http://toshiba-lifestyle.com.my/product-registration>  
1. Call Toshiba customer careline at 1-800-88-7999 to register through telephone.  
2. Keep this warranty card together with the proof of purchase and present it to our service centre upon the  
warranty claim.  
3. We are pleased to inform that your private data are protected under the Malaysian Personal Data  
Protection Act, 2010. Our full privacy policy may be viewed at [www.toshiba.com.my/privacy\\_policy](http://www.toshiba.com.my/privacy_policy).

**WARRANTY REGISTRATION CARD**  
(TO BE COMPLETED BY DEALER)

MODEL NO. SERIAL NO.  
PURCHASED ON TEL NO.

EMAIL  
CUSTOMER'S NAME (IN BLOCK)

CUSTOMER'S ADDRESS  
CUSTOMER'S PHONE NO.

DEALER'S NAME & ADDRESS (RUBBER STAMP)



**Keong**  
SIMEES HOME ELECTRIC SDN. BHD.  
(112)156-00  
30-41, Jalan Bercham,  
Medan Bercham Selatan, 31400 Ipoh, Perak.  
Tel: 012-9319392

**Simees**  
SIMEES HOME ELECTRIC SDN BHD  
1 Company No. 1111111-1  
67-78, WEDAN PROTON, JALAN PROTON BERTAM, 31400 IPOH, PERAK  
Sales Enquiry : 08-5484891 / 08-5481878 / 012-9319392


CASH SALES

# APPENDIX

## EXAMPLE OF TNG CREDITED

← History 	
14 Nov 25 - 13 Dec 25 	<a href="#">Send to email</a>
DECEMBER 25	
12 Dec, 15:43 <b>ToshibaReward</b> Credit Adjustment	<b>+RM100.00</b>
12 Dec, 15:43 <b>ToshibaReward</b> Credit Adjustment	<b>+RM200.00</b>

Example 1

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

Example 2