

TOSHIBA CONSUMER CAMPAIGN



REDEMPTION GUIDE

TOSHIBA

Last update: 5 May 26

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STEP 1: PURCHASE SELECTED MODEL WITH PROMOTION TAG



This combo entitle **TNG RM500**



This product entitle
**FREE 30L Superheated
Steam Oven**

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EXAMPLES

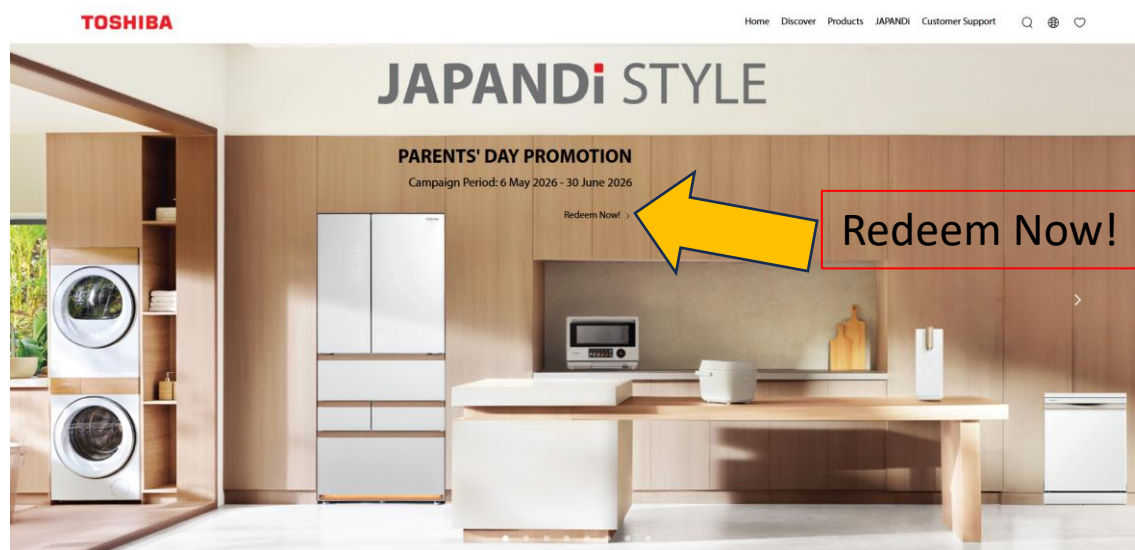
STEP 2: SCAN THE QR CODE TO VISIT CAMPAIGN WEBSITE

QR Code in Promotion Materials



OR

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



OR

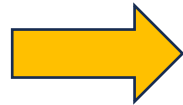
Direct <https://www.toshiba-lifestyle.com/my/promotions/2026-parents-day-campaign>

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STEP 3: VISIT CAMPAIGN WEBSITE FIND THE REDEMPTION FORM

REDEMPTION FORM

1. Read the
**Terms &
Conditions**



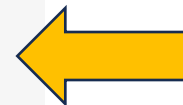
Terms & Conditions



Redeem Now!



Submission Status Check



3. Click to check your
submission status.

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



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?

This is also your **reward selection**.

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 Artisan GR-RM919WI-PGX(B3) - Free MS5-STR30SFZ(BK)

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

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

JAPANDi Kumo GR-RF681WI-PGY(D4) - Free MW3-SAC24SF(BK)

JAPANDi Kumo GR-RF680WI-PGY(D4) - Free MW3-SAC24SF(BK)

JAPANDi T37 TW-T37BZP140MWM(WT) + TD-T37BS100HWM(WT) - TNG RM500

JAPANDi T37 TW-T37BZP115MWM(WT) + TD-T37BS100HWM(WT) - TNG RM400

JAPANDi MX2-STR25SF(WH) - Free BL-70PR1NMY

RAS-H10B2KCV2G-M + RAS-H10B2ACV2G-M - TNG RM100

RAS-H13B2KCV2G-M + RAS-H13B2ACV2G-M - TNG RM100

RAS-H18B2KCV2G-M + RAS-H18B2ACV2G-M - TNG RM150

RAS-H24B2KCV2G-M + RAS-H24B2ACV2G-M - TNG RM150

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

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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 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**

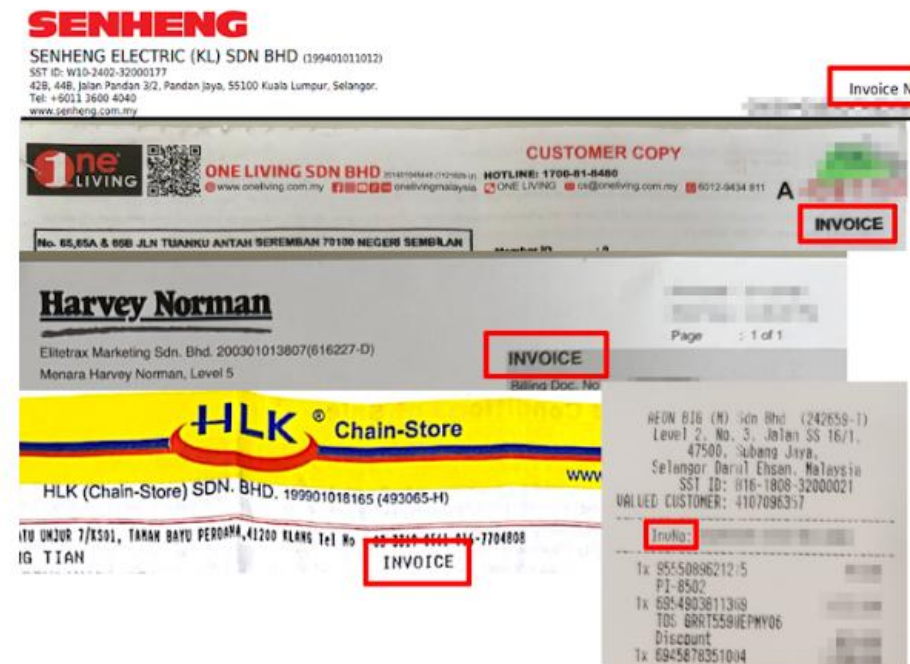
Delivery Order, Sales Order, Order Confirmation, Purchase Order, Proforma Invoice, Order Receipt, or Handwritten form are not accepted.

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.



TOSHIBA

TOSHIBA SALES AND SERVICES SDN. BHD. 197701001541 (32538-D)
Ground Floor & Level 5, Bangunan Palm Grove II, No. 12, Jalan Glenmarie (Persiaran-Kerjaya) 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-T08DUH2000CM(MG)

6 975188 267472

SIN 541

(No. Bilangan) 編號
Serial No.: [REDACTED]

電郵 [REDACTED]
Email: [REDACTED]

電話號碼 [REDACTED]
Tel. No.: [REDACTED]

所購器具 [REDACTED]
Appliance Purchased: [REDACTED]

款式 [REDACTED]
Model: [REDACTED]

(Tarikh dibeli) 購買日期 [REDACTED]
Date of Original Purchase: [REDACTED]

代理商之印證
Dealer's Name & Address (Rubber Stamp)

REGIONAL SERVICE CENTRE

- CENTRAL REGION
Grand Floor, Bangunan Palm Grove II
No. 12 Jalan Glenmarie (Persiaran-Kerjaya)
Section U1, 40150 Shah Alam, Selangor
Tel: +603-88888888 Fax No: +603-88888888
- NORTHERN REGION - PENANG
No. 15, Medan Lintas Emas
Tingkat Pengangkutan Awam
10450 Bukit Mertajam, Penang
Tel: +604-6072010 / +604-6311200
- NORTHERN REGION - PERAK
30A, Jalan Pagar Putih
31000 Ipoh, Perak D.M.
Tel: +605-2517301
- SOUTHERN REGION - JOHOR
1st Floor, Block 133, Taman Molek,
81300 Johor Bahru, Johor
Tel: +607-3038888 / +607-3072669 / +607-3010475
- SOUTHERN REGION - MELAKA
201-C, Jalan Pagar Putih, Jaya,
75400 Malacca
Tel: +606-8000002
- EAST COAST - PAHANG
25th Ground Floor, Jalan Axi Park,
Taman Axi Park, Ulu Yam 1,
50000 Kajang, Putrajaya, Selangor
Tel: +603-8930814 / +603-8930710
- EAST COAST - KELANTAN
1100 Ground Floor, Taman Mawar, Jalan Pasir Putih,
15000 Kota Bharu, Kelantan
Tel: +609-7443461
- EAST MALAYSIA - SARAWAK
5th & 6th Floor, Block 14, Kompleks Tugu SA,
Kuching, Jalan Sarawak Expressway
93000 Kuching, Sarawak
Tel: +6082-6586663 / +6082-6581088
- EAST MALAYSIA - SABAH
5th Floor, Level 1, Kompleks Pagar Putih, Jalan Pagar Putih,
95000 Poreh, Sabah
Tel: +6083-8310805

For more details or Authorized Service Centre,
you may visit <http://toshiba.com.my/service-centre>

PENTING

Kepada Ejen Penjual:
Silalah periksa untuk mengesahkan jika had jaminan sepenuhnya.
Kepada Pembeli:
Kad jaminan ini tidak boleh ditukar dan hendaklah disimpan dengan selamat.
Kad jaminan ini tidak boleh dipinjam dan dipinjam oleh orang lain. Kad jaminan yang tidak dipinjam dianggap tidak sah.
Adalah berkehendahan permohonan servis dalam tempoh jaminan, kad jaminan hendaklah ditunjukkan bersama dengan document pembelian asal untuk memastikan, jika tidak servis akan dikenakan bayaran walaupun dalam tempoh jaminan.
Pendaftaran waranti dalam talian mesti dibuat dalam tempoh 7 hari dari tarikh pembelian untuk perlindungan waranti tambahan.
Silalah rujuk kepada Penetapan Undang-Undang Perlindungan Data Peribadi (jaminan dalam talian) untuk keterangan selanjutnya.

IMPORTANT

To Dealer:
Please help the customer to fill out the warranty card information entirely.
To Customer:
This Warranty Card irreplaceable 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, the 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.

代理商
敬告

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 *



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.



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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.

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STEP 5: CHECK THE SUBMISSION STATUS

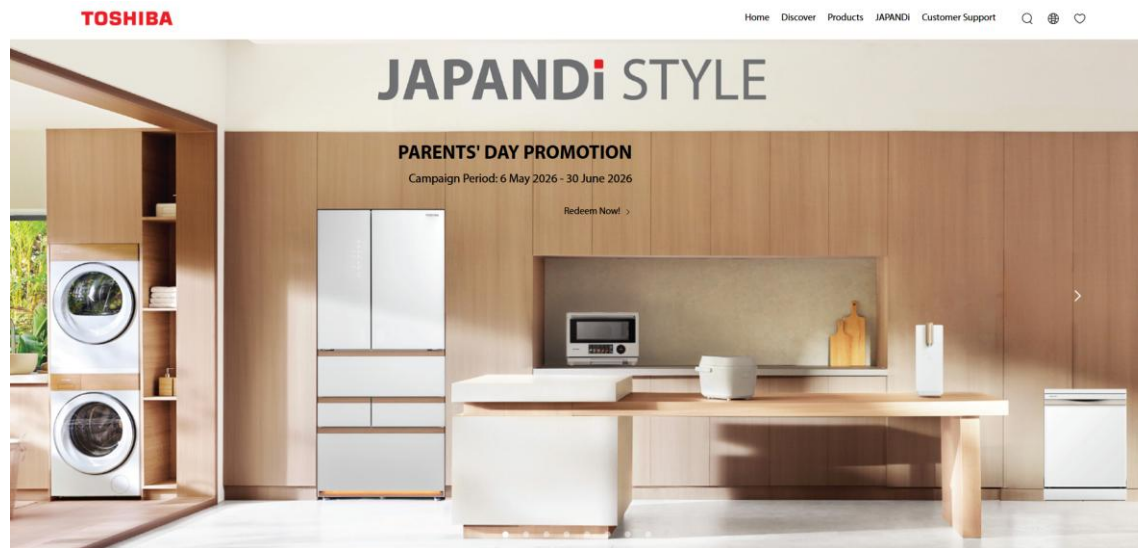
Re-Visit the Campaign Website

QR Code in Promotion Materials



OR

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



OR

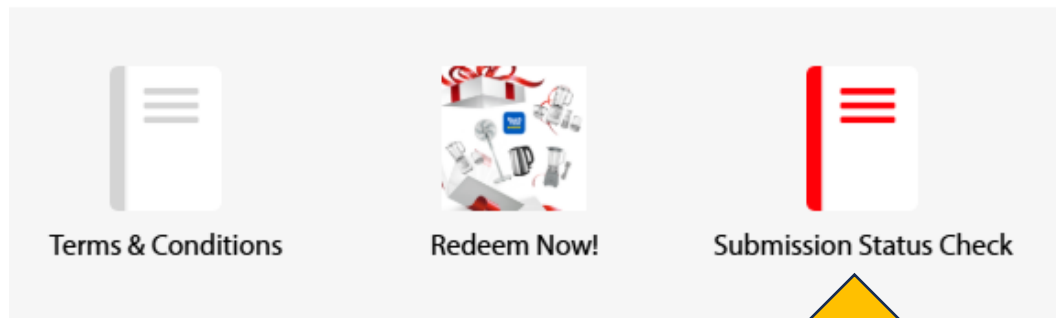
Direct to <https://www.toshiba-lifestyle.com/my/promotions/2026-parents-day-campaign>

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STEP 5: CHECK THE SUBMISSION STATUS

At the campaign website, look for the **Submission Status Check** section

REDEMPTION FORM



Terms & Conditions Redeem Now! Submission Status Check

Click to open the **submission status check** page.

TOSHIBA

TOSHIBA

2026 PARENTS DAY PROMOTION 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 by referring to the **Status** column. If corrective action is required, please resubmit your entry before the redemption closing date.

Please note that **15-JULY-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 15-JULY-26, the reward will be forfeited. DO NOT SUBMIT AT THE LAST MINUTE. IF YOUR SUBMISSION IS REJECTED, YOU MAY NOT HAVE CHANCE TO RESPOND AND RESUBMIT.**

Mobile Number (Without +60)

Submission Date	Mobile Number (Without +60)	Full Name	Model Purchased	Status	Reward \ Remark	Credit Date/Pos Laju 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 Deal via 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 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.

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”.

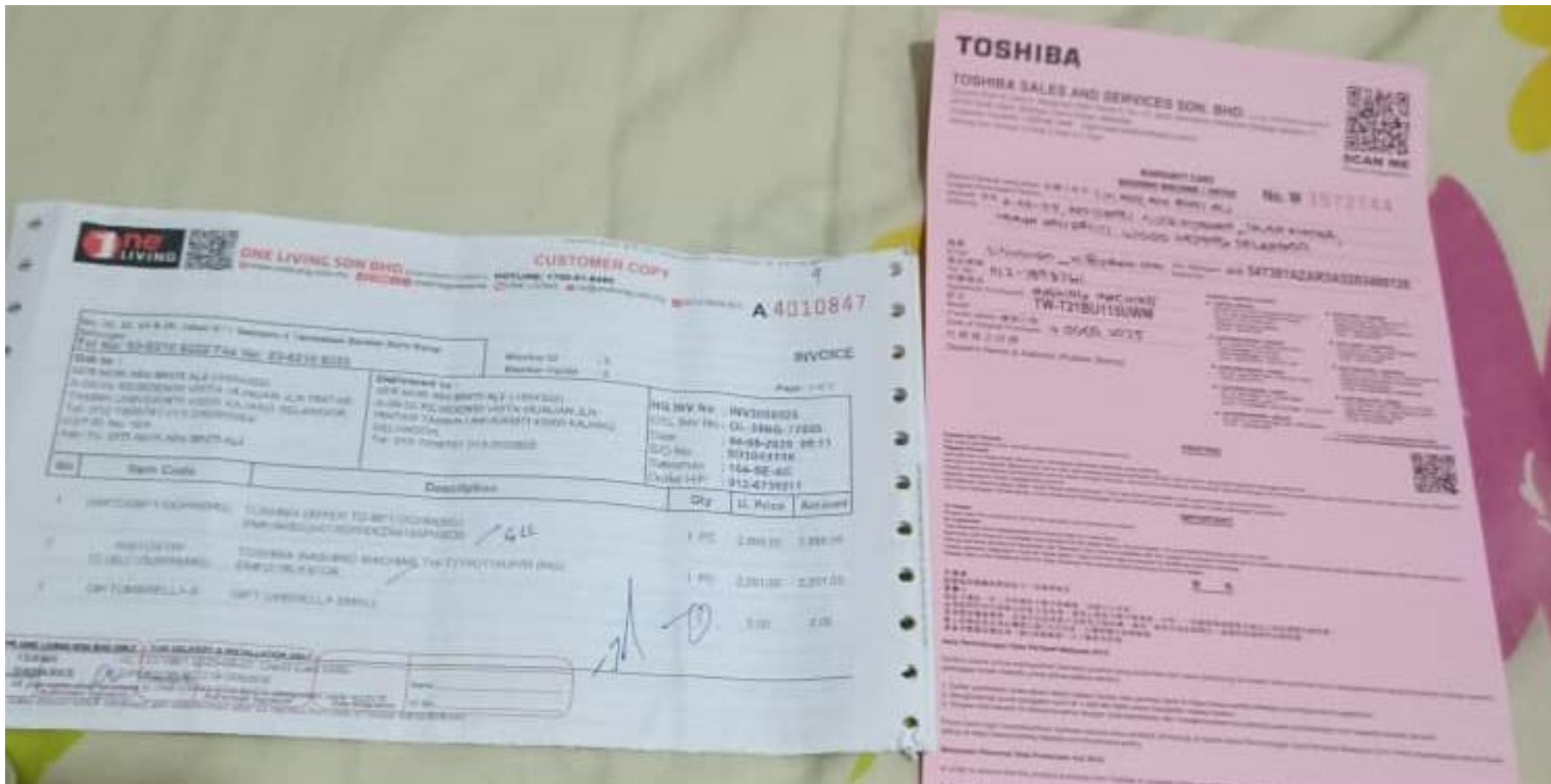
APPENDIX

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

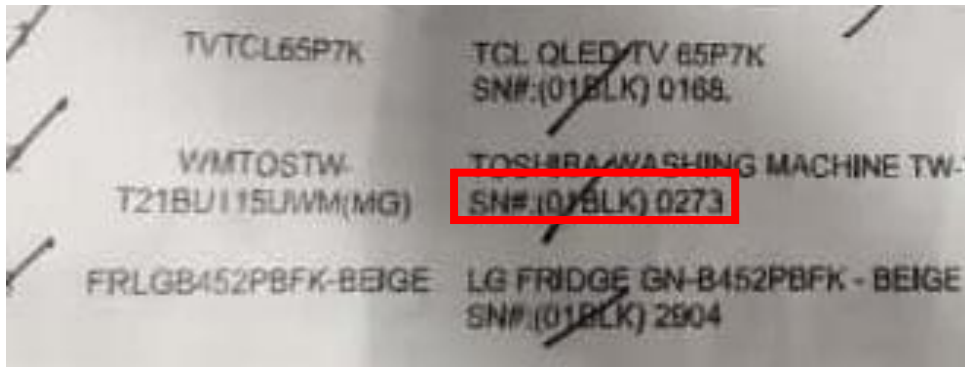
Documents Blurry – Hard to read, unable to verify.



APPENDIX

REJECTED SAMPLES

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



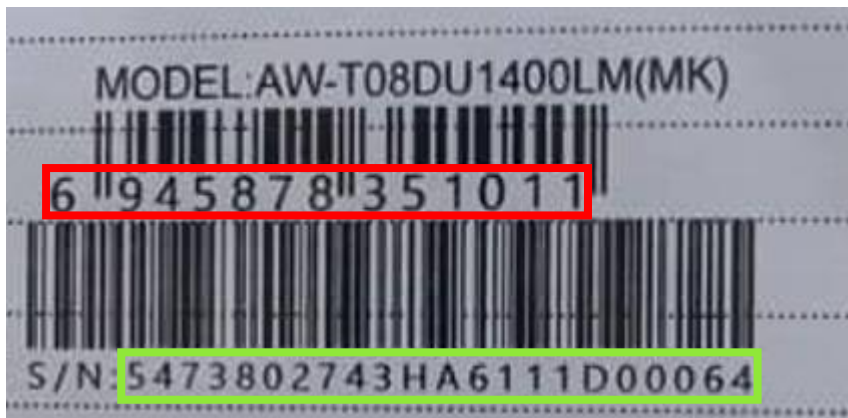
Toshiba Product Serial Number starts with **547...**

Exception:

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

Water Heater – starts with **IW**

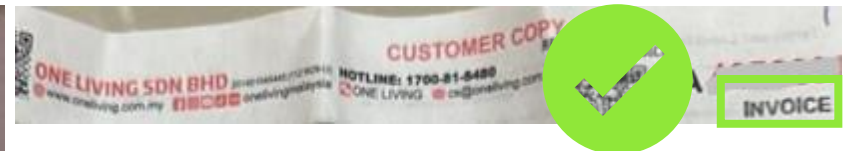
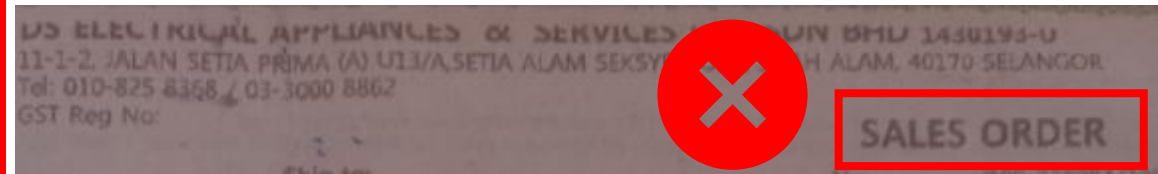
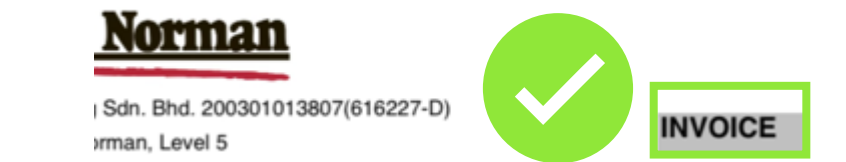
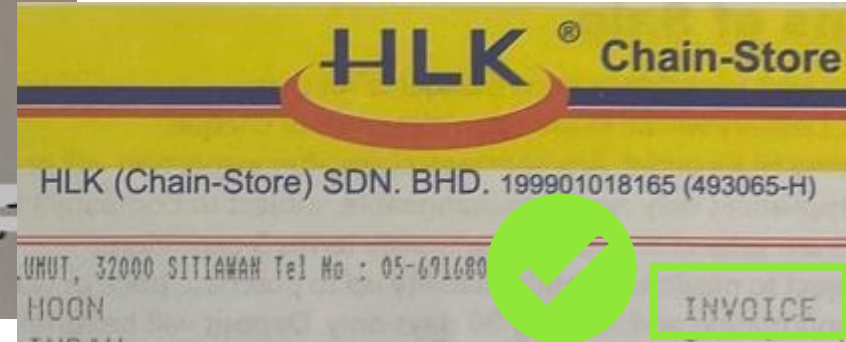
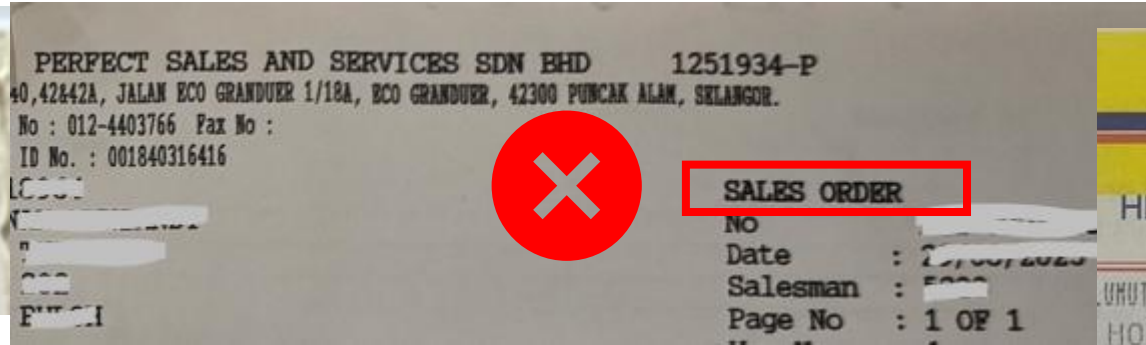
Air Conditioner – starts with **5** and 5 digits only



TOSHIBA

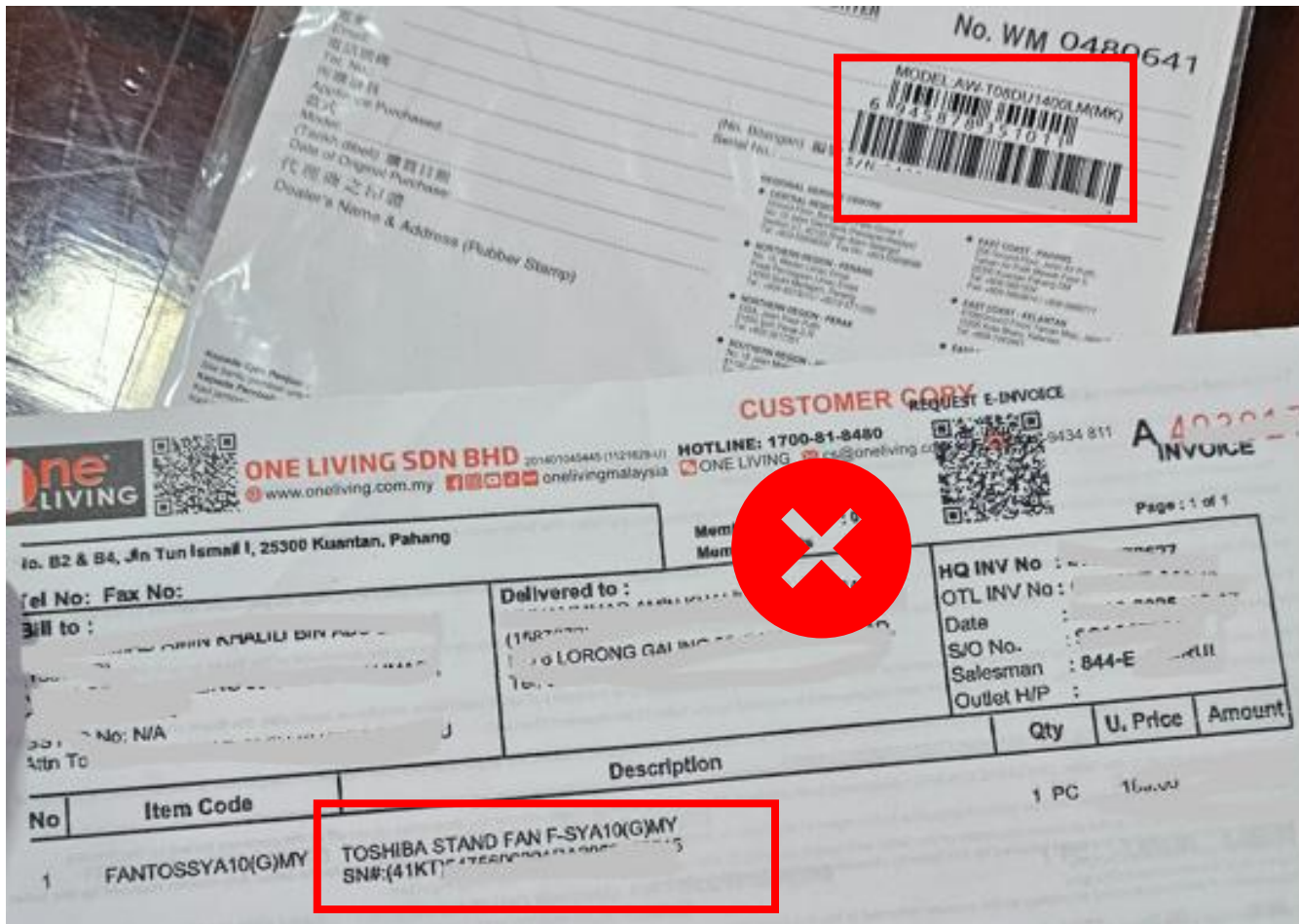
APPENDIX REJECTED SAMPLES

Wrong Document \ Handwritten Document – Not Invoice



APPENDIX REJECTED SAMPLES


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

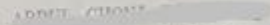
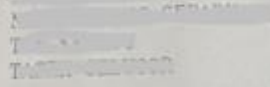




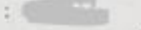
APPENDIX

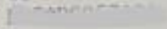
REJECTED SAMPLES


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 : 
TAMAN SERAI WANGI

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


Being Payment of
SALES ORDER 

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



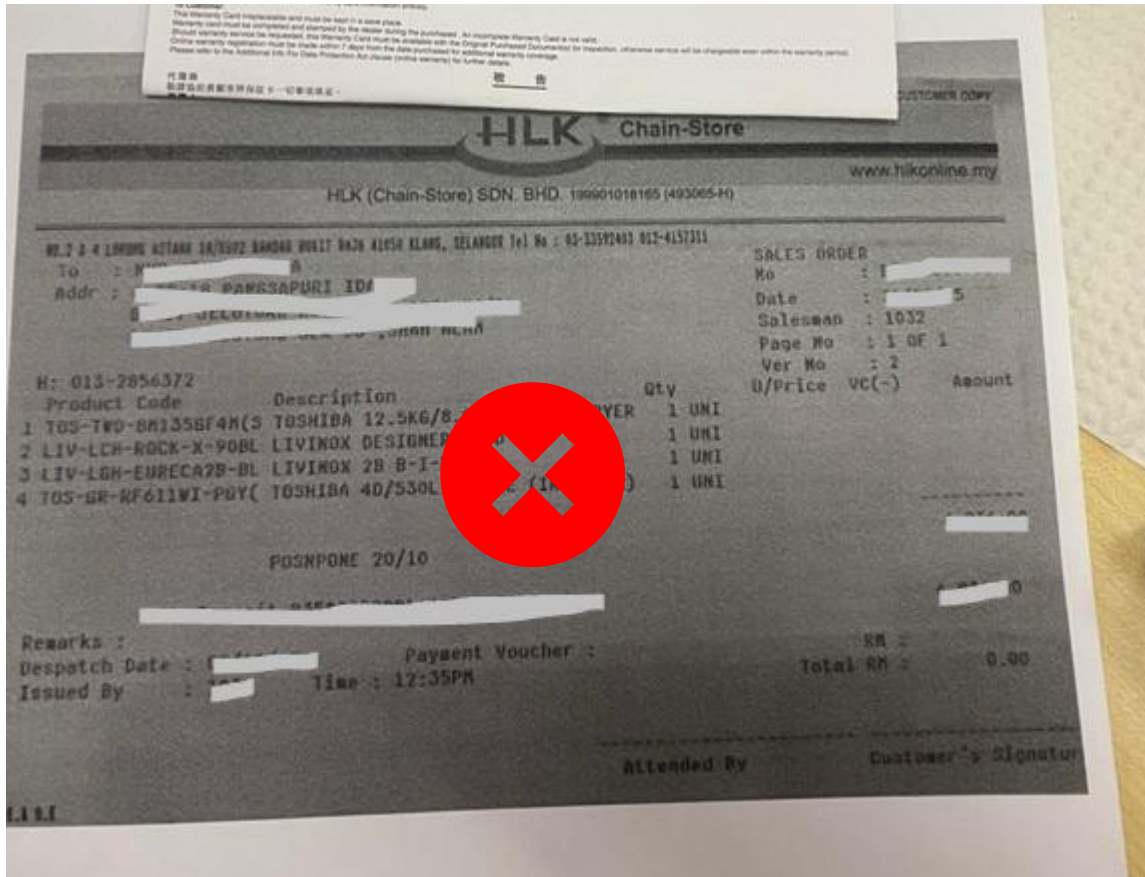
TOSHIBA



APPENDIX

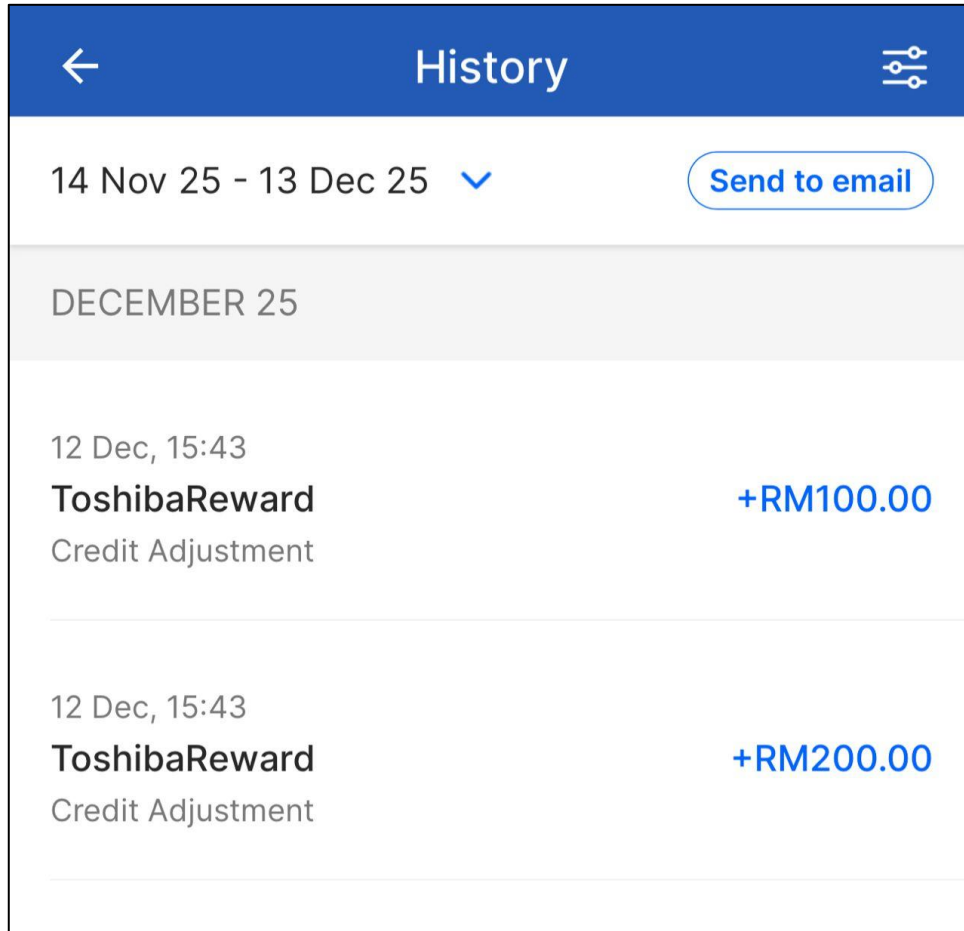
REJECTED SAMPLES

Not Original Document \ Falsified AI Generated Documents



APPENDIX

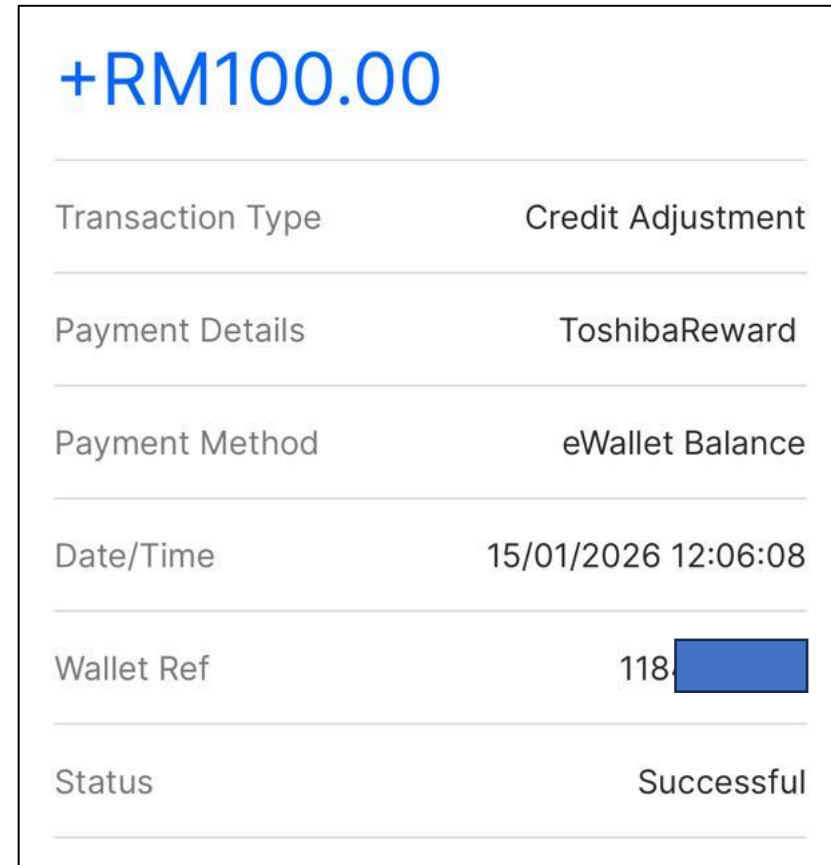
EXAMPLE OF TNG CREDITED



The screenshot shows the 'History' page in a mobile app. At the top, there is a blue header with a back arrow, the word 'History', and a settings icon. Below the header, the date range '14 Nov 25 - 13 Dec 25' is displayed with a dropdown arrow, and a 'Send to email' button is on the right. A grey bar indicates the date 'DECEMBER 25'. Two transaction entries are listed, both dated '12 Dec, 15:43'. The first entry is 'ToshibaReward Credit Adjustment' with a value of '+RM100.00'. The second entry is 'ToshibaReward Credit Adjustment' with a value of '+RM200.00'.

Date/Time	Description	Amount
12 Dec, 15:43	ToshibaReward Credit Adjustment	+RM100.00
12 Dec, 15:43	ToshibaReward Credit Adjustment	+RM200.00

Example 1



The screenshot shows the details of a transaction. At the top, the amount '+RM100.00' is displayed in large blue text. Below this, the transaction details are listed in a table format:

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