

TOSHIBA CONSUMER CAMPAIGN



REDEMPTION GUIDE

TOSHIBA

Last update: 22 June 26

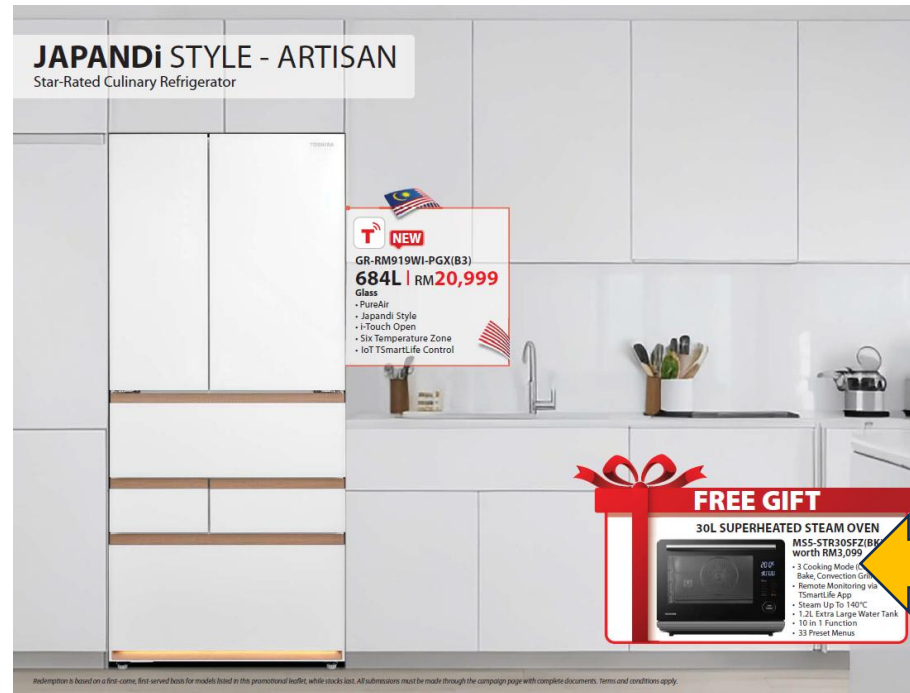
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STEP 1: PURCHASE SELECTED MODEL WITH PROMOTION TAG



This combo entitle TNG RM500



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

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 on the main page banner



OR

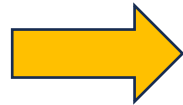
Direct <https://toshiba-lifestyle.com/my/promotions/2026-truly-malaysia-truly-home>

TOSHIBA

STEP 3: VISIT CAMPAIGN WEBSITE FIND THE REDEMPTION FORM

REDEMPTION FORM

1. Read the
**Terms &
Conditions**



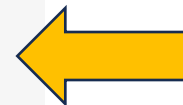
Terms & Conditions



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)



TOSHIBA

CAMPAIGN NAME

Redemption Form

Please complete your personal information and provide proof of purchase (invoice, warranty card and product serial number).

If you have **multiple eligible products**, submit them separately, except for Combo Unit.

Before making any submissions, take a moment to read our [Terms & Conditions](#) carefully.

Please note that **15-October-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-October-26, the reward will be forfeited.**

Read the [Redemption Guide](#).

Check Submission Status: <https://toshiba-lifestyle.com/my/promotions/2026-truly-malaysia-truly-home>

Important: Do not wait until the last day of the submission period to submit your entry. Submission reviews may take time to process. If your submission is rejected, you may not receive the status update in sufficient time to make corrections and resubmit before the deadline. Late resubmissions will not be accepted.

*This form is strictly for the **TRULY MALAYSIA TRULY HOME** campaign [Purchase Period 1-July-26 to 30-September-26]. Submissions made outside the campaign period and not in accordance with the applicable T&Cs will not be eligible for reward redemption.*

Your @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 address

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STEP 4: FILL THE REDEMPTION FORM

When did you purchase the product?



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.



How much did the **product cost**?



PURCHASE INFORMATION

Date of Purchase *

This form is strictly for the **TRULY MALAYSIA TRULY HOME** campaign

[Purchase Period 1-July-26 to 30-September-26]

Submissions made outside the campaign period and not in accordance with the applicable T&Cs will not be eligible for reward redemption.

Date

dd/mm/yyyy

Model Purchased *

Select the model purchased and

Choose

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) - TNG RM500

JAPANDi Kumo GR-RF680WI-PGY(D4) - TNG RM500

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

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

JAPANDi T37 Washer TW-T37BZP140MWM(WT) - TNG RM200

JAPANDi T37 Washer TW-T37BZP115MWM(WT) - TNG RM150

JAPANDi T37 Dryer TD-T37BS100HWM(WT) - TNG RM150

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

AW-T08DU1400LM(MK) - TNG RM80

AW-T08DU1600LM(MK) - TNG RM80

AW-T08DUH1800MM(MG) - TNG RM100

AW-T08DUH2000QM(MG) - TNG RM100

STEP 4: FILL THE REDEMPTION FORM



EXAMPLE



PURCHASE INFORMATION

Date of Purchase *

This form is strictly for the campaign

Purchase Period

Submissions made outside the campaign period and not in accordance with the applicable T&Cs will not be eligible for reward redemption.

Date

Model Purchased *

Select the model purchased and reward

Product Price *

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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 a clear photo of the product serial number sticker affixed to the machine body [not the packaging]. For **combo unit** purchase (Washer-TW + Dryer-TD Combo, Air-Con-KC-Indoor & AC-Outdoor 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**

Only computer-generated tax invoice will be accepted.

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

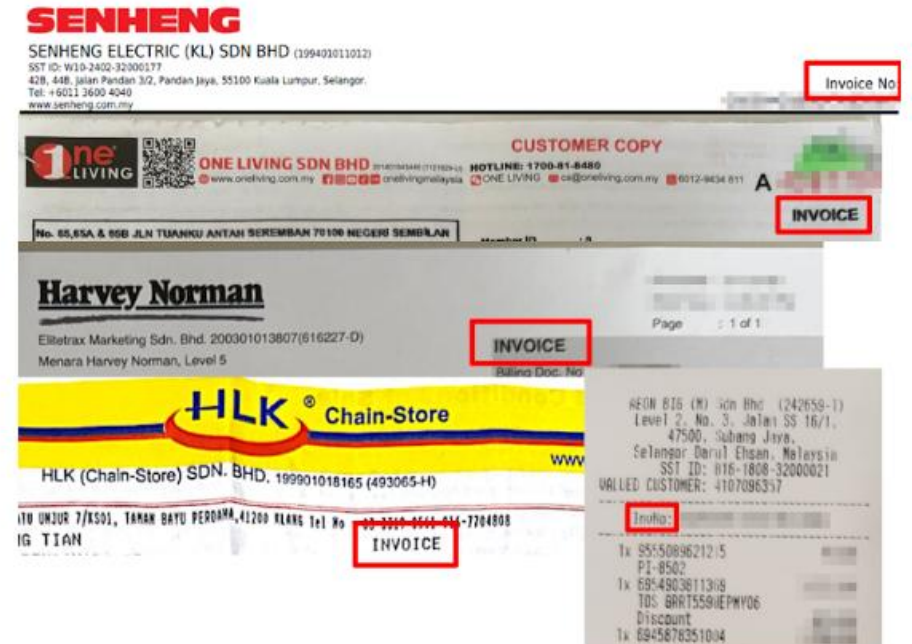
Information such as Dealer Name, Product Model, Product Price, Invoice Date, Invoice Number must be clearly visible



Upload a clear copy of the Tax Invoice *

Only computer generated invoices will be accepted (delivery orders, purchase order, sales orders, order confirmations, or order receipts, handwritten form, and etc will not be accepted).

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.

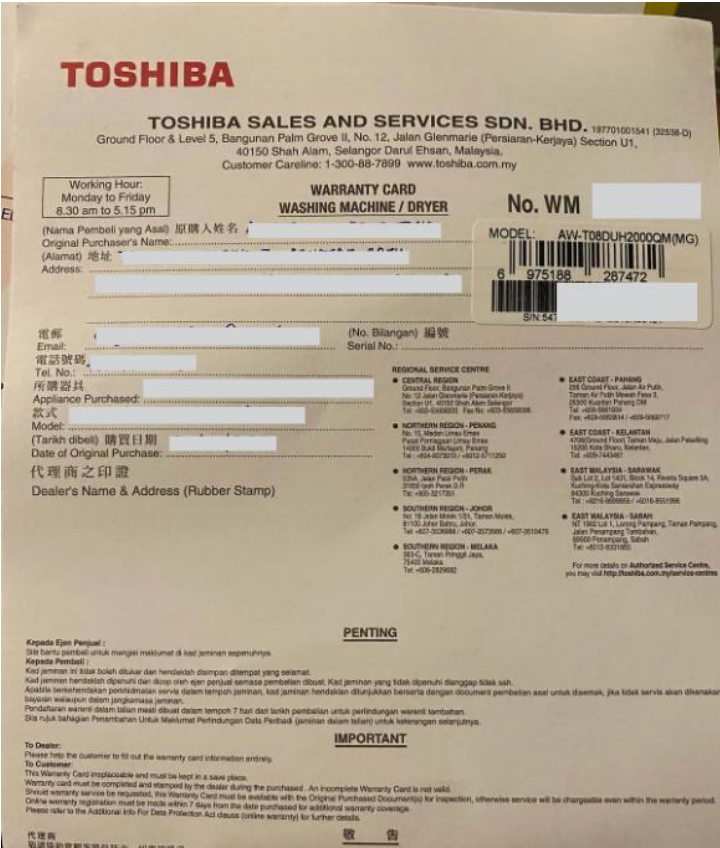


Upload Official Toshiba Warranty Card *

Only the official Toshiba Warranty Card will be accepted (dealer-issued extended warranty certificates or any other documents will not be accepted). For Combo Units, please upload a single photo showing both warranty cards together.

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

[Add file](#)



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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 answer

Mobile Number (Without +60) *

Touch 'n Go e-Wallet Registered Mobile Number (This is where the credit will be transferred). Please enter your registered mobile number without the country code (+60) and leading "0".)

Example: +60 12 XXXX 7890 → 12XXXX7890

Your answer

Full Delivery Address *

Street Name, Postcode, City, and State

Please enter your complete delivery address.

We are not responsible for any failed delivery of gifts resulting from incomplete or incorrect address details.

Your answer

Post Code *

Your answer

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



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.



The 5-Digit **Post Code**



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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
- Radio
- 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.
- I understand that rewards are typically delivered within 5 to 8 weeks after the submission is approved, and that the submission status can be checked on the campaign website."

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

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

Click to Submit the Form



Submit

Clear form

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.

TOSHIBA



STEP 5: CHECK THE SUBMISSION STATUS

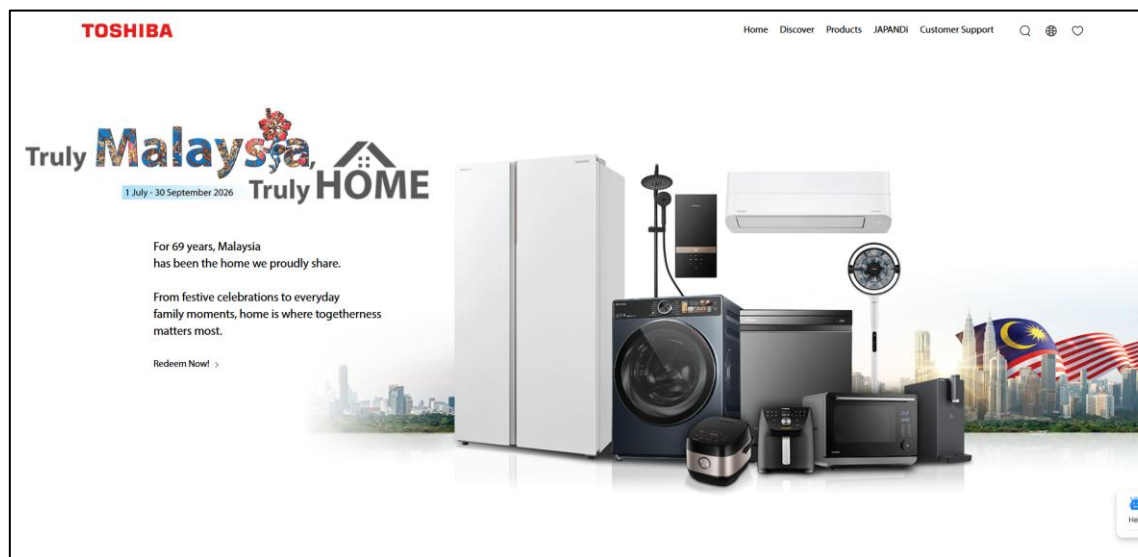
Re-Visit the Campaign Website

QR Code in Promotion Materials



OR

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



OR

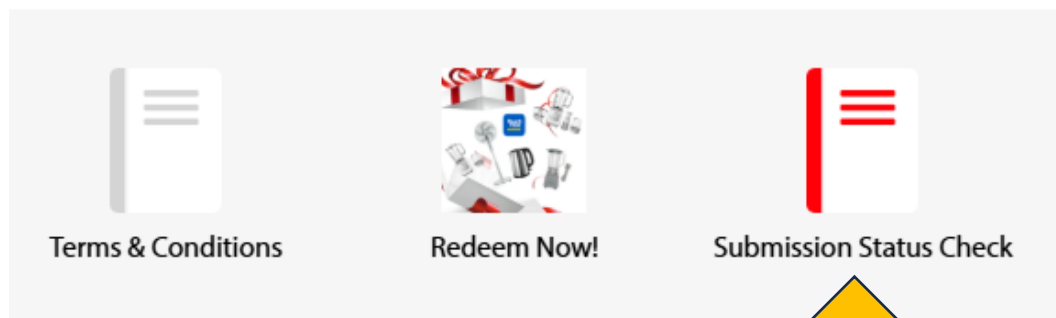
Direct to <https://toshiba-lifestyle.com/my/promotions/2026-truly-malaysia-truly-home>

TOSHIBA

STEP 5: CHECK THE SUBMISSION STATUS

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

REDEMPTION FORM



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

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TRULY MALAYSIA TRULY 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 by referring to the **Status** column. If corrective action is required, please resubmit your entry before the redemption closing date.

Please note that **15-OCTOBER-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. **IMPORTANT: Do not submit your entry on the last day of the submission period. Submission reviews may take time to process. If your submission is rejected, you may not receive the status update in time to make corrections and resubmit before the deadline. Late resubmissions will not be accepted.**

Mobile Number (Without +60)

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

Mobile Number (Without +60)  Key-in your submitted **Phone Number**

| Submission Date | Mobile Number (Without +60) | Full Name | Model Purchased | Status | Reward \ Remark | Credit Date \ Pos Laju Tracking Code |
|--------------------------|-----------------------------|-----------|--|--------------|--|--------------------------------------|
| Jun 19, 2026, 2:19:11 PM | 123456789 | EXAMPLE | JAPANDI GR-RF690WI-PGY(67) - TNG RM500 | Rejected | No Warranty Card | - |
| Jun 29, 2026, 2:19:11 PM | 123456789 | EXAMPLE | ML2-EM30PF(BS) - TNG RM20 | Approved | RM20 | - |
| Jun 29, 2026, 2:19:11 PM | 123456789 | EXAMPLE | TWD-T35BP160MWM(MG) - TNG RM150 | Not Eligible | Invalid Purchase Period [Out of campaign purchase period] | - |
| Jun 29, 2026, 2:19:11 PM | 123456789 | EXAMPLE | DW-14F2(BS)-MY - TNG RM200 | Rejected | No Invoice. [Only computer generated invoices will be accepted] | - |
| Jun 29, 2026, 2:19:11 PM | 123456789 | EXAMPLE | JAPANDI MX2-STR25SF(WH) - Free BL-70PR1NMY | Pending | Violation (T&C #3) Please contact our Sales Representative for clarification. (Dealer or sub-dealer are prohibited to submit) | - |
| Jun 29, 2026, 2:19:11 PM | 123456789 | EXAMPLE | RC-10IX1TMY(N) - TNG RM30 | Rejected | Documents Not Readable, Unable to Verify. (Please upload a high resolution photo, make sure it's clear and readable before upload) | - |
| Jun 29, 2026, 2:19:11 PM | 123456789 | EXAMPLE | MW3-SAC24SF(BK) - TNG RM30 | Approved | RM30 | - |

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**. (not packaging or card).
6. Submit the **CORRECT PRODUCT SERIAL NUMBER**. Please refer to the sticker with the barcode and the characters following “S/N”.

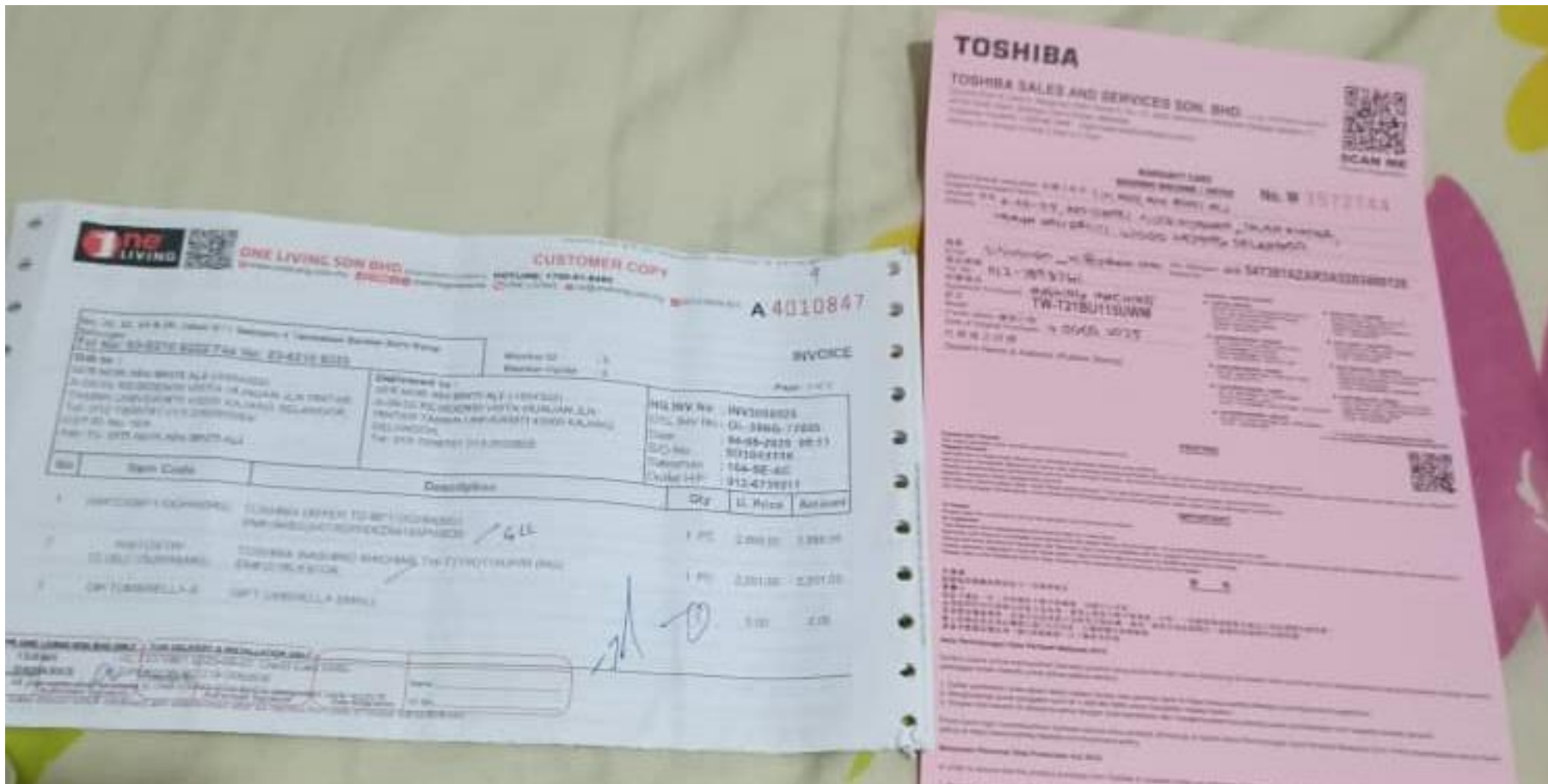
APPENDIX

REJECTED REASONS

1. **No invoice** - 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

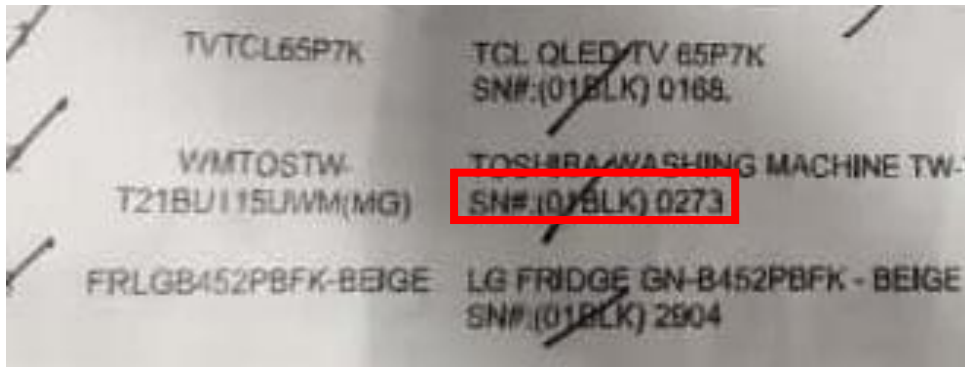
Documents Blurry – Hard to read, unable to verify.



APPENDIX

REJECTED SAMPLES

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



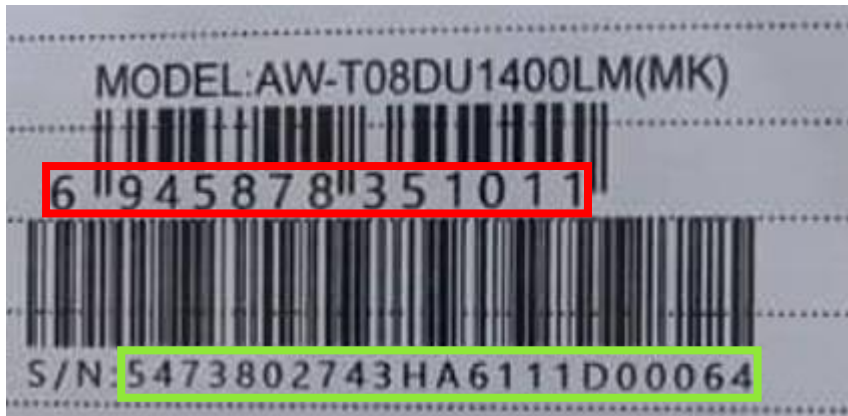
Toshiba Product Serial Number starts with **547...**

Exception:

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

Water Heater – starts with **IW**

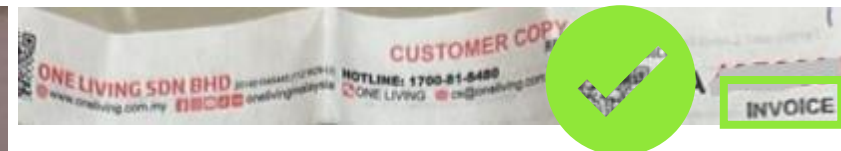
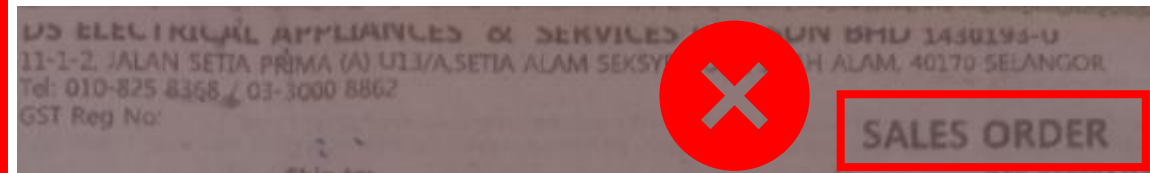
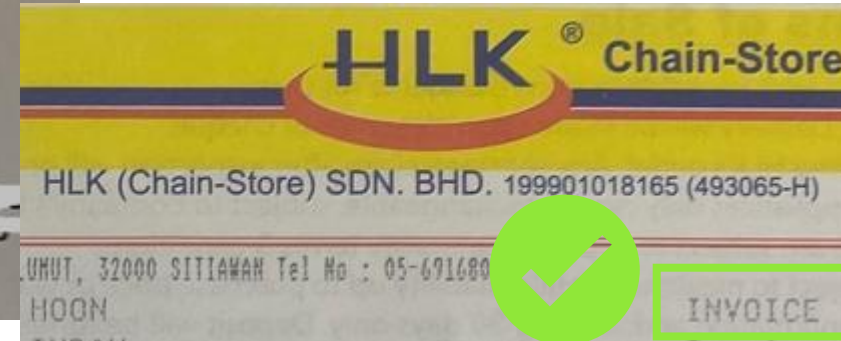
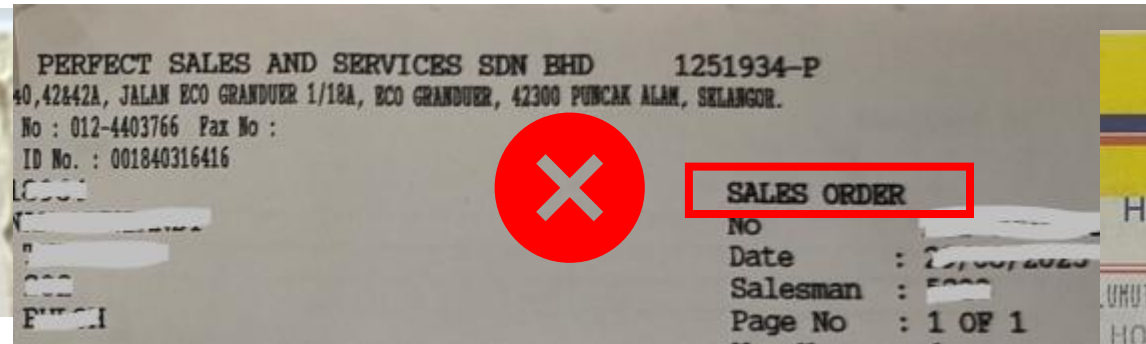
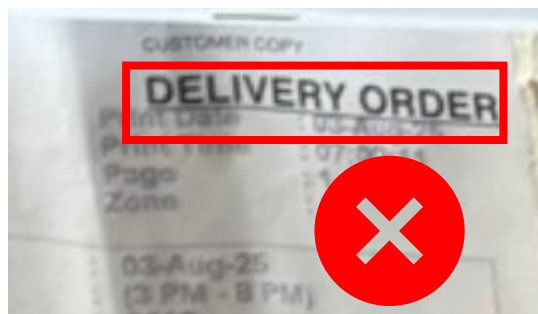
Air Conditioner – starts with **5** and 5 digits only



TOSHIBA

APPENDIX REJECTED SAMPLES

Wrong Document \ Handwritten Document – Not Invoice



SENHENG

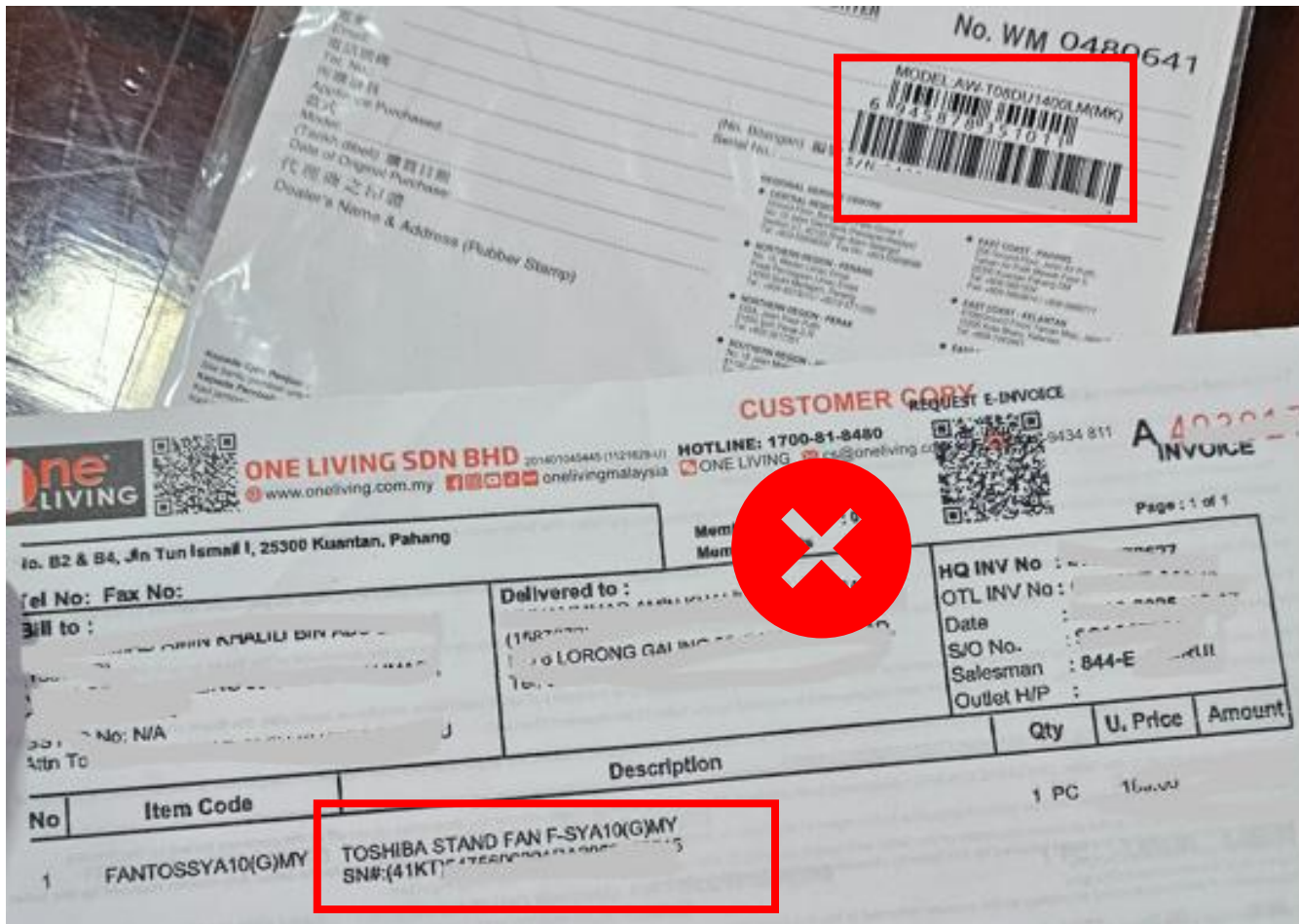
SENHENG ELECTRIC (KL) SDN BHD (199401011012)
SST ID: W10-2402-32000177
42B, 44B, Jalan Pandan 3/2, Pandan Jaya, 55200 Kuala Lumpur, Selangor.
Tel: +6011 3600 4040



Invoice No:

APPENDIX REJECTED SAMPLES


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



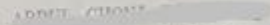
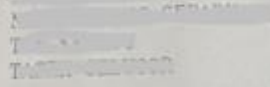
APPENDIX



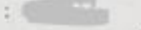
REJECTED SAMPLES


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 : 
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



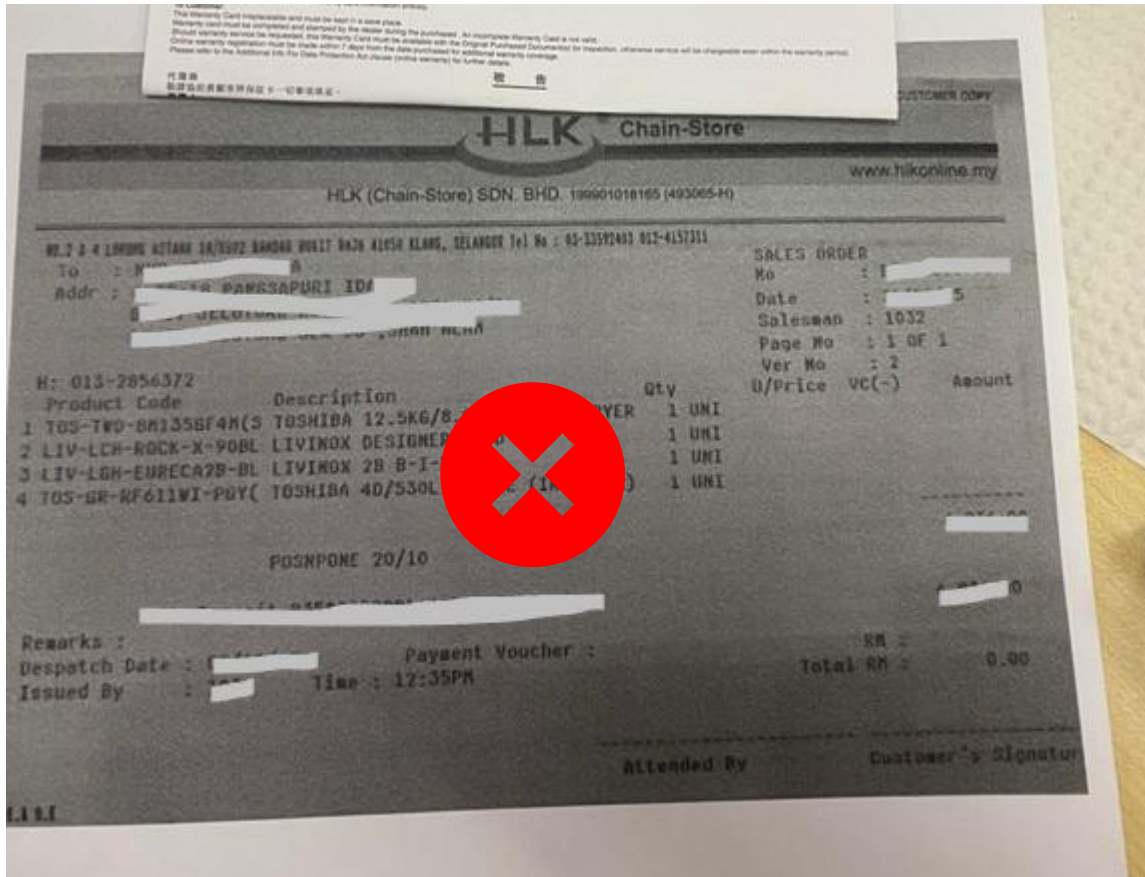
TOSHIBA



APPENDIX

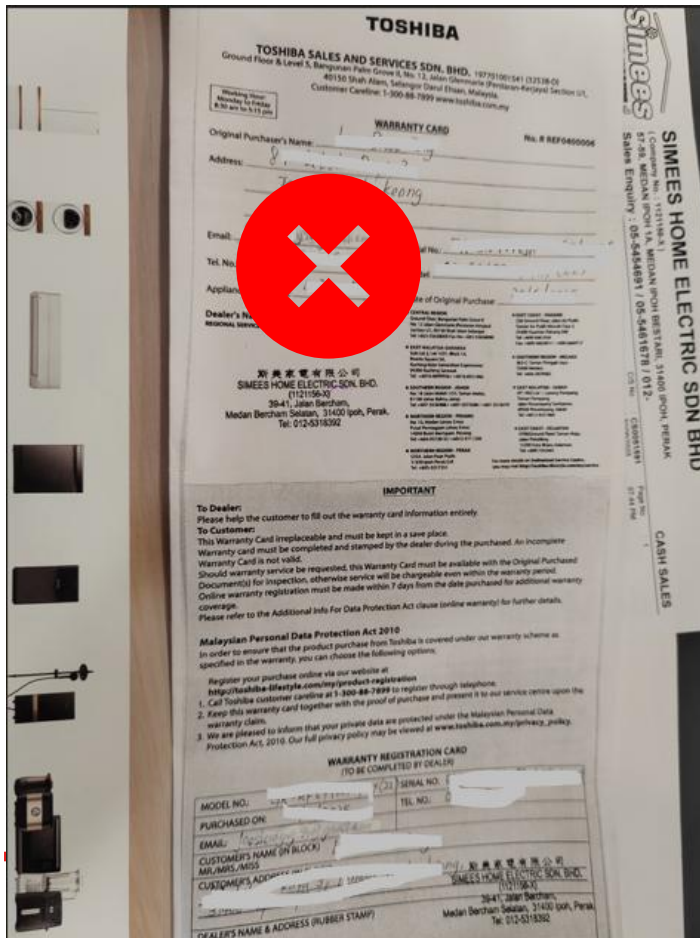
REJECTED SAMPLES

Not Original Document \ Falsified AI Generated Documents





APPENDIX REJECTED SAMPLES

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 |

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  |
| Status | Successful |

Example 2