



## Samsung Gear VR Controller - Oculus Game Offer

### FREQUENTLY ASKED QUESTIONS

#### Who is eligible to participate in the Samsung Infinitely Immersive Offer?

Any US/DC resident who is at least 18 years of age who purchased a new Samsung Gear VR Controller between 7/30/17 and 9/15/17. No other Samsung devices are eligible for this promotion. See [Terms and Conditions](#) for additional details.

#### A. What is the offer?

Purchase a Samsung Gear VR Controller and receive an Oculus Content bonus redeemable as a digital download from the Oculus store (est up to \$30 value) after submitting a valid Offer Claim Form. Games include:

- A Night's Sky (Full Game)
- Dragon Front
- Drop Dead
- Esper 2
- Rangi

#### Can I also register my purchase for another Samsung Offer?

No, this offer may not be combined with or used in connection with any other Samsung offers, rebates or discounts except the Platinum experience with Samsung Rewards and other Carrier or Retail sponsored pre-order offers.

#### B. How do I redeem this offer?

1. Purchase a Samsung Gear VR Controller between July 30, 2017 and September 15, 2017 ("Qualifying Purchase") and save your receipt.
2. Visit [www.GearVRPromo.com](http://www.GearVRPromo.com) to access the online Offer claim form.
3. Complete and submit the Offer claim form by following the on-screen prompts to provide the required information including but not limited to: participant's full name (no initials), complete mailing address (no P.O. Boxes), valid email address, telephone number, and date of birth. Participants will not be allowed to change their mailing address or email address after submitting.
4. Provide date of Qualifying Purchase and upload a photograph of the original register receipt showing the Qualifying Purchase by 9/15/17.
5. Review and submit your information by 11:59:59PM ET on 9/22/17.

#### C. Can I submit for more than one qualifying purchase?

There is a limit of one (1) Offer Item per Qualifying Purchase, while supplies last.

#### D. I previously bought qualifying products in one single transaction from a participating retailer, can I still participate in this Offer?

No, only accessories purchased between 7/30/17 – 9/15/17 are eligible for this Offer.

**E. Where do I find serial numbers on my Gear VR Controller?**

Under the battery cover, next to where the batteries are placed. If you continue experiencing difficulty in finding your serial number, please contact Samsung customer service at 1-800-SAMSUNG (1-800-726-7864).

**F. I lost my receipt/proof of purchase to the qualifying mobile accessory purchase; can I still participate?**

No, a valid receipt/proof of purchase is mandatory for participation in this Offer.

**G. What happens if I don't submit my information online by September 22, 2017?**

You will no longer be eligible for the Offer.

**H. What do I do if I get the error message "Invalid Serial Number" when inputting my serial number for my mobile accessory?**

Please make sure that you have entered all 14 digits.

**I. What happens if I'm having problems submitting my claim?**

If you are unable to complete an Offer Claim Form due to an error, please contact Samsung Customer Support at **1-800-SAMSUNG**.

**J. How can I check the status of my claim?**

After you receive your registration confirmation email, you may visit <https://promos.samsungpromotions.com/info/checkstatus> to check your status. Follow the instructions to see your status. Please allow at least 24 hours after submitting your offer claim before checking the status of your submission.

**K. I submitted my information but I haven't gotten an email confirmation in 5 business days. What do I do?**

1. Please be sure to check your Spam folder (emails will be sent by noreply@samsungpromotions.com)
2. If you still have not received an email, please take a look at your submission status by following the instructions under "How can I check the status of my submission?"
3. If there hasn't been an update to your status within 10 business days, please contact Customer Support at **1-800-SAMSUNG**.

**L. What is my course of action if I am rejected?**

You will receive an email with why you were rejected and steps to resubmit. Resubmissions must be completed before 11:59:59 PM ET on September 29, 2017. If you don't receive this email, please contact Customer Support at **1-800-SAMSUNG**.

**M. How do I get my Oculus content bonus?**

Oculus content bonuses will be sent to approved participants at the email address submitted when registering for the promotion within approximately 2-4 weeks after verification of offer claim form/receipt and compliance with these Terms and Conditions.