

Frequent Ask Questions

1. What is the Huawei Merdeka & Malaysia Day 2020 – “Inspired Creativity, Inspired Life” campaign?

“Inspired Creativity, Inspired Life” campaign (“Campaign”) is a Huawei campaign that rewards Huawei customers who purchase selected Huawei device model from the participating HUAWEI Brand Stores, HUAWEI Operator Stores or HUAWEI Online Official (<https://shop.huawei.com/my/>) from 20th August 2020 to 20th September 2020 (“Campaign Period”). This Campaign comprises of two (2) Events: Lucky Draw and 1 to 1 Give Away Free Gift. Please refer to the terms and conditions for further details of each event.

2. Who can participate in this “Inspired Creativity, Inspired Life” campaign?

This Campaign is open to all individuals who are residents of Malaysia, and aged 18 years old and above as of 20th August 2020 (“Customer(s)”).

Employees of Huawei, their immediate families, Huawei’s dealers, partners, advertising, creative and public relations agencies, program organizer, their employees and immediate families is not eligible to participate in this Campaign.

3. How to participate in the Lucky Draw Event of this Campaign?

You must within the Campaign Period, purchase the selected Huawei Product below from a participating HUAWEI Brand Stores/HUAWEI Operator Stores or HUAWEI Online Official (<https://shop.huawei.com/my/>) to be entitled to submit an entry for the Lucky Draw Event:-

- a) Huawei Mate Xs
- b) Huawei Mate 30
- c) Huawei Mate 30 Pro
- d) Huawei Mate 30 Pro (5G)
- e) Huawei P40
- f) Huawei P40 Pro
- g) Huawei P40 Pro +
- h) Huawei P30
- i) Huawei P30 Pro
- j) Huawei Matebook X Pro (i7)
- k) Huawei Matebook 13 (R5)
- l) Huawei Matebook 13 (i5)
- m) Huawei Matebook 13 (i7)
- n) Huawei Matebook D 15 R5
- o) Huawei Matebook D 15 R5 (online)
- p) Huawei Matebook D 15 R7
- q) Huawei Matebook D 14 R7
- r) Huawei MatePad Pro
- s) Huawei MatePad Pro (5G)
- t) Huawei Nova 7
- u) Huawei Nova 7i
- v) Huawei Nova 7se
- w) Huawei Nova 5T
- x) Huawei M5 Lite 10
- y) Huawei M6
- z) Huawei MatePad
- aa) Huawei Sound X

- bb) Huawei Y5 2019
- cc) Huawei Y9 Prime 2019
- dd) Huawei Y9S
- ee) Huawei Y6P
- ff) Huawei Y5P
- gg) Huawei Y7P
- hh) Huawei MatePad T
- ii) Huawei T5 10
- jj) Huawei Watch GT 2
- kk) Huawei Watch GT 2e
- ll) Huawei Freebuds 3
- mm) Huawei Freebuds 3i

To submit an entry for the Lucky Draw Event, you must complete all steps below within the Campaign Period: -

- a) Login to <https://huaweimalaysia2020.com/> (“Campaign Site”);
- b) Answer one (1) question on Campaign Site;
- c) Select the model of LD Huawei Products purchased on Campaign Site;
- d) Insert the serial number of the LD Huawei Products purchased on Campaign Site;
- e) Insert all latest and accurate personal details of Eligible Customer required on Campaign Site;
- f) Attach an image of the proof of purchase of LD Huawei Product, i.e. purchase receipt to the Campaign Site; and
- g) Click “Submit” to submit an entry for the LD Event on Campaign Site.

4. What is the lucky draw prizes for Lucky Draw Event?

Category	LD Prize	Worth (RM)	Quantity Available
Grand Prize	P40 PRO +	4,999	1
1 st Prize	HUAWEI 360 CAMERA	592	3
2 nd Prize	HUAWEI FREELACE	369	5
Consolation Prizes	HUAWEI BAND 3	239	500

5. Is there a number of limit on entry submission for Lucky Draw Event?

Yes. Each Customer of the same NRIC/Passport no. can submit a maximum of five (5) entries only for the Lucky Draw Event throughout the Campaign Period.

6. When is the winner announcement for Lucky Draw Event?

Winners of the Lucky Draw Event will be announced on the Huawei Mobile Facebook page on 30th September 2020.

7. How to participate 1 to 1 Give Away Premium Gift Event?

Within the Campaign Period, Customer who purchases a selected Huawei device model from a participating HUAWEI Brand Stores, HUAWEI Operator Stores or HUAWEI Online Official is entitled to redeem the corresponding Premium Gift as follows:-

Category	Price Category (RM)	Premium Gift
Mate30 series, P Series, Matebook Series & Matepad Pro series	Only for purchase of a unit of Huawei Product with price of RM2000 and above.	Mini Humidifier
Nova Series & Mediapad series, Matepad series, Sound X	Only for purchase of a unit of Huawei Product with price in the region of RM1000 - RM1999.	Portable Fan
Y series, T Series, Matepad T series, Watch GT series & Freebuds series	Only for purchase of a unit of Huawei Product with price in the region of RM300 - RM999.	Canvas Shopping Bag

Each selected Huawei Product (of the same serial number) purchased is entitled to redeem one (1) unit of the corresponding Premium Gift only. All Premium Gifts listed above are made available on a first-come-first-served basis, while stocks last.

8. I am an Astro Member, how am I entitled for extra rewards?

- a) Log in to your Astro ID at <https://id.astro.com.my/>;
- b) Search for Huawei Merdeka deal from <https://rewards.astro.com.my/> (“Merdeka Deal”);
- c) Purchase of Huawei Products with minimum spend of RM1, 000.00 (in a single transaction or receipt) from a participating HUAWEI Brand Store within the Campaign Period and present the Merdeka Deal to the counter upon payment.
- d) Upon payment of the Huawei device, you will be entitled to receive a free Huawei CM510 Mini Speaker and to further purchase a Huawei GT 2e watch at RM499, which comes together with a free strap!

9. How do I check my phone’s Serial number?

The serial number (SN) will be stated on your device’s packaging. You may refer your device’s packaging or dial ***#06#** to check your serial number (SN). One serial number (SN) will be counted as one (1) entry.

10. Who should I contact if I have query about this Campaign?

You may contact Huawei’s Customer Service at 1800 22 0086 (everyday, 9am – 9pm) for assistance.