

Items	FAQs
Introduction	<p>What is the CelcomDigi Online Shop Exclusive Deals campaign?</p> <ul style="list-style-type: none"> • The CelcomDigi Online Shop Exclusive Deals campaign is a one-off device and accessories offer by CelcomDigi Online Shop exclusively for Celcom and Digi customers. Eligible customers can purchase the device and accessories at discounted prices.
General Q&A	<p>Q What is the campaign promotional period? The campaign is from 7 April 2023 till further notice, while stocks last. The offer may be discontinued at any time, but it will not affect any purchases you have made and discounts you have already applied within the campaign period.</p> <p>Q Who is entitled to this campaign promotion?</p> <ul style="list-style-type: none"> • Existing Celcom and Digi mobile customers (Postpaid Principal & Prepaid users) • The offer is limited to 1 (one) device OR accessories per eligible mobile number per month for existing Celcom and Digi mobile customers. • Length of stay of the mobile number on the existing plan with the telco is minimum 90 days for existing Celcom & Digi mobile customers. For example, if a customer switches plan from prepaid to postpaid or postpaid to prepaid even within the same telco, the tenure will be reset, and customers will be able to enjoy the campaign offers after 90 days. • CelcomDigi employees with staff mobile plans <p>Q Can customers with multiple Celcom or Digi mobile numbers enjoy the offer multiple times?</p> <ul style="list-style-type: none"> • Yes, customers can enjoy the campaign offers once for each of their eligible mobile Celcom and Digi numbers. Eligibility can be checked when purchasing on shop.celcomdigi.com. <p>Q Which types of mobile numbers are not eligible for this campaign's offers?</p> <ul style="list-style-type: none"> • Supplementary lines • Celcom and Digi Broadband (Home Fibre & Wireless) only lines • Mobile numbers that have already redeemed these campaign offers • Non-Celcom and non-Digi mobile numbers <p>Q Can customers still purchase devices and accessories on CelcomDigi Online Shop even if their mobile numbers are not eligible for the campaign offers? Yes, customers can still purchase the devices and accessories at their recommended retail price.</p> <p>Q Is this sale limited to selected devices and accessories? Yes, this sale is only applicable for devices listed at shop.celcomdigi.com at a limited quantity and will only be available for purchase while stocks last on a first come, first served basis.</p> <p>Q Can customers enjoy this promotion through other Celcom & Digi channels? No, this promotion is only available on CelcomDigi Online Shop (shop.celcomdigi.com).</p> <p>Q What can customers do if the item they want to purchase is currently not in stock? Customers can opt to be notified via "Notify Me" and receive a notification SMS and email when the item is back in stock. However, the campaign offers may no longer be available.</p> <p>Q Is there a warranty for devices and accessories purchased through the CelcomDigi Online Shop? Yes, all devices purchased through the CelcomDigi Online Shop comes with a standard manufacturer's warranty. Please refer to our Terms & Conditions here.</p> <p>Q If customers change their mind on their purchase, can customers return the purchase? All sales are final, and any refunds are only possible on a case-by-case basis. Please note that if the seal of the device and accessories packaging has been broken, strictly no return or refund is allowed except in the event of a manufacturing defect.</p> <p>Q What are the payment types available for customers? Customers can choose to pay via Credit/ Debit card, Online Banking, Boost and GrabPay.</p> <p>Q Is there an easy payment option available for customers? Yes, there is. 0% Easy Payment Plan (EPP) is available with CIMB or Maybank credit cards. Customers need to select 0% Easy Payment Plan before checking out to enjoy the option.</p> <p>Q What are the delivery options available for customers? Customers have the option for Standard Delivery (within 3-7 working days) or dashMe™ Express Delivery (24-hour delivery to selected postcodes within Klang Valley only)</p>

Q How can customers track their order status?

Customers can track the status through the "Your Order Is On Its Way" email which will be sent to customers after the order is confirmed.

Q What can customers do if they receive an incorrect item?

Customers can contact our Customer Support at 0196011111 for assistance.

Q Who should customers contact for any other enquiries?

Celcom, Digi and New Customers can call 0196011111 for enquiries from 7am to 12am. Please prepare your order number if available.

Q By joining this promotion, are there any other terms and conditions that I need to know?

By participating in this promotion, customers are bound to the CelcomDigi Online Shop Exclusive Offers' Terms and Conditions [here](#).