Samsung Electronics America Save@Work

Frequently Asked Questions:

Q: How do I access the Samsung Electronics America (SEA) Save@Work Employee Purchase Program website?

A: Employees must register for the site at www.samsung.com/us/shop/workplacediscount . The site will send a validation email to the employee's Samsung email account. Click the link to validate and return to the registration page to sign-up. **Chrome is strongly recommended when using the employee discount site.**

Q: What do I do if the system says my company does not participate in the program when I use my @samsung.com email address?

A: If this error message appears, the employee should reregister using their @samsung.com email address.

Q: I am a new employee, but am unable to register. What do I need to do?

A: New accounts are configured once a month. Please check back in the system the following month after you join to register.

Q: Who can I contact if I have trouble accessing the SEA Save@Work Employee Purchase Program website?

A: For assistance with access and/or validation issues with the contact Shared Services Center (1-855-557-3247)

Q: Why does the site only show the employee price once the item is put in the cart?

A: This is an internal issue within the site that <u>may</u> affect some users, however, please be assured that if you are logged in correctly you will receive the employee pricing for products. For your convenience, you may want to log out and login again, and be sure you are using Chrome.

Q: How can I tell if I am logged into the site correctly?

A: You should see the Samsung logo and "Welcome (YOUR NAME)!" in the upper left side of the web page.

Q: What if I place an order and the price goes down, can I get a refund?

A: There is no price protection on employee sales. Employees should expect pricing to move in alignment with the market.

Q: *How can I tell which products are available for purchase on the website?*

A: If under the product it says "Add to Cart", it should be available for purchase on the site. In other words, if it says "Where to Buy" it is not available for purchase on the website.

Q: *Why are home appliances not part of the SEA Save@Work Employee Purchase Program?*

A: Due to the specialized delivery and installation requirements, major appliances are not currently offered on the SEA Save@Work Employee Purchase Program Website.

Q: *How are the discounts on the SEA Save@Work Employee Purchase Program Website calculated?*

A: The Employee Purchase Program pricing is based on a standard discount off of wholesale, plus the current [Samsung supported] national retail rebate. As a result, prices may vary week to week.

Q: *Can I give out my username and password for the SEA Save@Work Employee Purchase Program Website?*

A: No, employees should not give out your username and password for the SEA Save@Work Employee Purchase Program Website. The pricing information on the Employee Purchase Program website is confidential and should be treated the same as the rest of your access to Samsung systems.

Q: *Are there purchase limits under the SEA Save@Work Employee Purchase Program?*

A: Yes, employees may purchase two (2) products per category per calendar year. For example, up to 2 TVs, 2 laptops, 2 monitors, etc. may be purchased.

Q: *What if there is no inventory on the model I want?*

A: SEA's Supply Chain Management (SCM) department is working hard to keep inventory available, but there is no guarantee that they will have

inventory for all models, at all times. If there is a specific model you are looking for and inventory is not available, please e-mail ESH@sea.samsung.com and the administrator will gladly work with SCM to see if more availability can be secured.

Q: Why does inventory availability sometimes change when I update my ship-to state?

A: The website is designed to align each order with the closest SEA fulfillment warehouse. This minimizes transit time, saves costs, and reduces the risks for product loss and damage.

Q: What do I do if my order shows up damaged?

A: If there is any indication of product mishandling, refuse the shipment, write it on the POD, and notify epp@seaecomm.zendesk.com. This will enable the administrator to advise the Logistics team and work with the employee for a replacement.

Q: What do I do if I don't find damage until the shipper is gone?

A: If there is concealed damage, please keep the unit in the original box and contact epp@seaecomm.zendesk.com immediately. They will provide a list of required documentation and will work with the Service and Logistics teams to resolve the issue.