

Frequent Ask Questions

1. What is the “Huawei Double 11 Campaign 2020” campaign?

“Huawei Double 11 Campaign 2020” 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 Store (<https://shop.huawei.com/my/>) from 11th November 2020, 12:00AM (GMT+8) to 15th November 2020, 11:59PM (GMT+8) (“Campaign Period”). This Campaign comprises of three (3) Events: Lucky Draw, and Please refer to the terms and conditions for further details of each event.

2. Who can participate in this “Huawei Double 11 Campaign 2020” campaign?

This Campaign is open to all individuals who are residents of Malaysia, and aged 18 years old and above as of 11th November 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 Store (<https://shop.huawei.com/my/>) to be entitled to submit an entry for the Lucky Draw Event:-

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

- bb) Huawei Sound X
- cc) Huawei Y7a
- dd) Huawei Y5 2019
- ee) Huawei Y9 Prime 2019
- ff) Huawei Y9S
- gg) Huawei Y6P
- hh) Huawei Y5P
- ii) Huawei Y7P
- jj) Huawei MatePad T 8
- kk) Huawei MatePad T 10
- ll) Huawei MatePad T 10s
- mm) Huawei MediaPad T5 10
- nn) Huawei Watch GT 2
- oo) Huawei Watch GT 2e
- pp) Huawei Watch GT 2 Pro
- qq) Huawei Watch Fit
- rr) Huawei Freebuds 3
- ss) Huawei Freebuds 3i
- tt) Huawei Freebuds Pro
- uu) Huawei FreeLace Pro
- vv) Huawei Freebuds Studio
- ww) Huawei X Gentle Monster Eyewear II

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

- a) Login to <https://huaweidouble112020.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	E-Bike Orbit (White)	2,000	3
Consolation Prize	E-Scooter Starlight (Black)	1,000	10

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

Yes. Each Customer of the same NRIC/Passport no, email address and phone number 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 Huawei Mobile Facebook page on 27th November 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(<https://shop.huawei.com/my/>) is entitled to redeem the corresponding Premium Gift as follows:-

Campaign Period	Product Category	Premium Gift
11 th November 2020 - 15 th November 2020	Mate 30, Mate 30 Pro, Mate 30 Pro (5G), P40, P40 Pro, P40 Pro +, P30, P30 Pro, Matebook X Pro (i7), Matebook 13(i5), Matebook 13(i7), Matebook 13(R5), Matebook D15 R5, Matebook D15 R7, Matebook D14 R7, Matebook 14 R5, Matebook 14 R7, Matepad Pro 5G, Matepad Pro	Mini Bluetooth speaker
	Nova 7i, Nova 7, Nova 7se, Nova 5T, Matepad, Matepad Wifi, M6 10, M5 Lite 10, Sound X	Nova Gift box (Consist of 1 twilight bottle + 1 Type C Data Cable)
	Y7a, Y5 2019, Y9 Prime 2019, Y9s, Y6P, Y5P, Y7P, , Matepad T 10s, Matepad T 10 (online), T5 10, Matepad T8, Watch GT2, Watch GT 2e, Watch GT 2 Pro, Watch Fit, Freebuds Pro, Freebuds 3i, Freebuds 3, Freelace Pro, Huawei X Gentle Monster II, Huawei Freebuds Studio	Canvas Bag (White)

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. How to participate the Additional Give Away 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(<https://shop.huawei.com/my/>) is entitled to redeem the Special Gift as follows:-

Campaign Period	Product Category	Special Gift
11 th November 2020 - 15 th November 2020	(i) Huawei Nova 7	Huawei Band 4
	(ii) Huawei Nova 7se	

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

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.