

CelcomCMT Spin to Win

Frequently Asked Questions



FAQ

Q1: When is the campaign period of “Spin to Win”?

A1: This Campaign shall commence from 20th Dec 2022 to 31st March 2023 (“Campaign Period”). Any extension or discontinuation thereof shall be subject to the sole discretion of Celcom.

Q2: Who can participate in “Spin to Win”?

A2: Only Celcom users who reside in Malaysia can participate in “Spin to Win”. This includes Malaysians and non-Malaysians who have valid Celcom numbers, a valid email (to send eVoucher), and a valid shipping address (to ship prize).

Q3: How to play “Spin to Win”?

A3: Following are the steps

Step 1: Go to cmt.celcom.com.my.

Step 2: Login to CelcomCMT website with a valid Celcom Number. You will receive an OTP to login.

Step 3: Click on the “Try Your Luck” button at the Spin to Win for a chance to win.

Q4: How many times can I play “Spin to Win”?

A4: Each Celcom number is entitled to ONE spin only within the campaign period.

Q5: How do I collect the prize that I won from “Spin to Win”?

A5: There are 2 types of Prizes to be won. 1. eVoucher and 2. Prize (i.e electronic devices, etc).

Once you won the prize from “Spin to Win”, a Winner Detail Form will be displayed for you to enter your details such as Full Name, Email, and Shipping Address. It is very important to fill in the form so we can email the eVoucher or ship the prize to your registered Shipping Address.

Q6: How if I didn't fill in the Winner Details Form once I won the prize?

A6: As mentioned in A5, the details are important so we can email you the eVoucher or ship you the prize. Failure to do so (filling in the form), will result in prize forfeiture as there is no other way you that can fill in the form again.

This decision is final and any dispute thereafter will not be entertained.

Q7: When will I receive the prize that I won from “Spin to Win”?

A7: All e-Vouchers won through “Spin to Win” on the CelcomCMT website will be emailed to Winner's email address within 30 working days from the winning date while prizes will be shipped to Winners' shipping addresses within 30 working days from the winning date. Prizes to East Malaysia may take a longer delivery lead time.

Q8: Can I choose a delivery method for the prize that I won from “Spin to Win”?

A8: Unfortunately, the answer is no. All prizes will be delivered at the Organizer's option.

Q9: What if there's loss or damage to the Prizes upon delivery”?

A9: The Organizer shall not be liable for any risk, loss, or damage to the Prizes upon delivery. Neither shall Organizer be liable for or obligated to recognize or replace defective, damaged, or stolen Prizes.

Q10: How if I wrongly filled in my email or shipping address?

A10: Don't worry, The Organizer will call you to confirm your email address or shipping address before proceeding to send you the eVoucher or ship you the prize.

Q11: Can I change my email or shipping address after submitting the form?

A11: Our personnel will call you to confirm your email address or shipping address before proceeding to send you the eVoucher or ship you the prize. You can then inform the personnel of any changes to your email or shipping address. Please take note that this change can only be done ONCE.

Q12: When will I be contacted after winning a prize?

A12: The Winner will be contacted via phone call, with a maximum of three (3) attempts within office hours, i.e., 9am – 6pm within two (2) weeks period from the winning date.

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Q13: What if I did not answer the calls?

A13: If the Winner could not be reached in any circumstances during the above-mentioned stipulated timeframe, The Organizer reserves the right to make the final decision on all matters related to the prize and forfeit the prize.

Q14: Can I change my MSISDN (Mobile Number) after submitting the form?

A14: Unfortunately, you're not allowed to do so as each Celcom number is entitled to ONE spin only. This is to avoid any misuse or unauthorized usage of mobile numbers.

Q15: How to redeem the Free 7 Days CMT that I have won?

A15: Page will redirect to Redeem Free 7 Days CMT page where you can select any of the songs in the list. Click on the Cart icon of the song you want to redeem, and click "Redeem Now" followed by "OK" at the confirmation pop-up.

Q16: Will I be charged for the redemption of the Free 7 Days CMT that I won from "Spin to Win"?

A16: For Free 7 Days CMT redemption, the Customers will not be charged for the first week upon successful redemption. This follows by auto-renewal fees of RM0.75 per week per Call Me Tones the subsequent week.

Q17: How if I didn't redeem the Free 7 Days CMT once I won from "Spin to Win"?

A17: Unfortunately, you will not be able to redeem the Free 7 Days CMT later on if you do not redeem it once you won as there is no other way you can access that page again.

Q18: Can I transfer my prize to another Celcom user?

A18: No. All the prizes for the winner are non-transferable, non-refundable, non-exchangeable, and can't be redeemed for cash. However, in the event that the prize won is not available under any circumstances, The Organizer reserves the right to substitute and replace the prize offered with another prize of equal value or higher value as The Organizer deems fit.

Q19: What is the Spin to Win winner selection mechanism?

A19: The Spin to Win is an automated system that randomly selects a winner. Therefore any request for appeal and review shall not be entertained.