

Roland World Expansion Promotion 2026

Malaysia Terms and Conditions

By submitting a claim, the claimant agrees to these Terms and Conditions. The Promotion is a gift-with-purchase offer. It is not a prize draw, contest, competition or game of chance. Every valid claim will be fulfilled, and there is no total cap on valid claims or promotional codes.

Promoter	Roland Corporation, 1-6-4 Shinmiyakoda, Hamana-ku, Hamamatsu, Shizuoka 431-2103, Japan
Qualifying country	Malaysia
Purchase period	16 September 2026 at 12:00 am Japan Standard Time (JST) to 31 December 2026 at 11:59 pm JST
Claim deadline	31 December 2026 at 11:59 pm JST
Benefit	One single-use promotional code for one eligible World Expansion sound pack per qualifying instrument, subject to these Terms
Code expiry	Issued codes do not expire

1. Definitions

In these Terms:

- “Authorized Dealer” means an independent Roland-authorized reseller located in Malaysia, including an authorised seller of record on a third-party marketplace.
- “Claimant” means the individual or organisation submitting a claim. Where the purchaser is under 18, the Claimant must be the purchaser’s parent or legal guardian.
- “Promotion” means the Roland World Expansion Promotion 2026 described in these Terms.
- “Qualifying Instrument” means an eligible Roland XPS-10X, XPS-60, FANTOM-06, FANTOM-07 or FANTOM-08 meeting section 5.
- “Qualifying Purchase” means acquisition of a Qualifying Instrument from an Authorised Dealer or an official Roland-operated online store serving Malaysia, during the Purchase Period.
- “Roland Cloud” means Roland’s online account and content-redemption service, subject to the applicable Roland Cloud terms.

2. Promoter, distributor and independent dealers

The promoter is Roland Corporation of 1-6-4 Shinmiyakoda, Hamana-ku, Hamamatsu, Shizuoka 431-2103, Japan. Roland Corporation validates claims and issues promotional codes.

RAP Distribution Sdn. Bhd. is the local distributor and first-stage customer-support contact for Malaysia. It is not the promoter. Participating Authorised Dealers are independent resellers and do not act as Roland Corporation’s agents merely because they sell an eligible instrument or assist a customer with this Promotion.

Local distributor and first-stage support	RAP Distribution Sdn. Bhd.
Postal address	45-1, Block C2, Jalan PJU 1/39, Dataran Prima, 47301 Petaling Jaya, Selangor, Malaysia
Website	https://rolandap.com/
Telephone	03 7805 3263
Fax	03 7805 3252

3. Promotion period and time standard

The Qualifying Instrument must be purchased between 16 September 2026 at 12:00 am JST and 31 December 2026 at 11:59 pm JST, inclusive. The completed claim must also be received by 31 December 2026 at 11:59 pm JST.

All dates and times in the Promotion materials and these Terms are Japan Standard Time. The Claimant is responsible for allowing for any difference between JST and the time at the Claimant's location.

A claim submitted after the Claim Deadline is not valid, even where the purchase itself occurred during the Purchase Period. A promotional code issued for a valid claim does not expire.

4. Who may participate

- The Claimant does not need to reside in Malaysia. The applicable country Terms, distributor contact and governing law are determined by the country where the Qualifying Purchase was made.
- Individuals, companies, schools, churches, other organisations and professional purchasers may participate. An organisation must act through an authorised adult representative.
- A purchaser under 18 may participate only through a parent or legal guardian who completes the registration and creates or controls the required Roland Cloud account.
- A person may purchase or claim on behalf of another person, provided all submitted information is accurate and the claimant is authorised to act.
- There is no household, email-address or Roland-account claim limit. A Claimant may submit multiple claims for multiple Qualifying Instruments.

5. Qualifying instruments and purchase conditions

The eligible models are Roland XPS-10X, XPS-60, FANTOM-06, FANTOM-07 and FANTOM-08.

The following product categories may qualify when supplied by an Authorised Dealer in the Qualifying Country during the Purchase Period:

- brand-new retail instruments;
- ex-demonstration instruments that had not previously been sold to a consumer;
- refurbished instruments, including manufacturer-refurbished instruments;
- a warranty replacement for a Qualifying Purchase made during the Promotion; and
- a dealer exchange following a Qualifying Purchase made during the Promotion.

Used or second-hand instruments are not eligible. A warranty replacement for an instrument originally purchased before the Purchase Period is not eligible.

Online dealer purchases, official Roland online-store purchases, marketplace purchases, cross-border purchases, bundled or discounted purchases, and purchases made using dealer finance may qualify. For a third-party marketplace purchase, the seller of record must be an Authorised Dealer in one of the qualifying countries.

Where a person purchases in a qualifying country other than the person's residence, the Terms for the country of purchase apply. Purchases made in a country not included in the Promotion do not qualify.

6. How to claim

1. Purchase a Qualifying Instrument during the Purchase Period and record the instrument serial number.
2. Complete the online promotion registration form by the Claim Deadline. Required claim information includes the Claimant's name, email address, country or region, product model, serial number, purchase date and Authorised Dealer name. A telephone number is optional.
3. Confirm acceptance of these Terms and the applicable privacy notice. Marketing consent is optional and unticked by default.
4. After successful validation, Roland Corporation will email the promotional code to the address supplied in the claim.

No proof-of-purchase document is uploaded or requested as part of this Promotion. Roland Corporation may contact the named Authorised Dealer to validate the serial number, purchase date, product status or other claim information.

7. Validation, duplicate serial numbers and rejected claims

Roland Corporation normally completes claim validation within 12 hours. For an approved claim, Roland Corporation will issue the code by email no later than 24 hours after successful validation.

A claim may be rejected where the serial number does not match Roland's records, the product is used or second-hand, the seller is not an Authorised Dealer, the purchase or claim falls outside the applicable period, information is false or materially incomplete, or the transaction is fraudulent.

Where the submitted serial number has previously been claimed, Roland Corporation will investigate. If Roland validates that a replacement promotional code should be issued, it will issue that replacement code. The Claimant may be asked to correct an incorrectly entered serial number, but Roland will not create or allocate a substitute instrument serial number merely for the Promotion.

There is no formal appeal process. A Claimant may contact the local distributor to request review of an apparent administrative or validation error. Mandatory legal complaint and review rights remain unaffected.

8. The sound-pack benefit

Each valid Qualifying Instrument entitles the Claimant to one single-use code for one eligible World Expansion sound pack selected from Schedule 1. The same ten sound packs are available to valid claimants in every qualifying country, and the Claimant may choose any one of them.

The Promotion does not state a retail or cash value for the sound packs. There is no cash alternative, exchange or refund for a code or sound pack. The code is personal, non-transferable and must not be resold.

Roland may replace an unavailable sound pack only where reasonably necessary and in accordance with section 15. No future updates are included unless Roland expressly provides them under the applicable Roland Cloud terms.

9. Roland Cloud account, redemption and licence

- A free Roland Cloud account is required to redeem the code.
- The Claimant must visit Roland Cloud, select one eligible sound pack and apply the code at checkout. A checkout amount may be shown before the code reduces the eligible pack price to zero.
- The code is single-use and, once issued, does not expire.
- Internet access, a compatible computer and USB storage are required. The Claimant is responsible for internet, mobile-data, hardware, USB, installation and other associated costs.
- The Claimant receives a personal, non-transferable licence to download and use the selected sound pack under the applicable Roland Cloud terms. Ownership of the software, samples and other intellectual property is not transferred.
- The Claimant should follow the supplied installation instructions and back up user-created data before installing content.

10. Email delivery and code security

The Claimant is responsible for providing a complete and accurate email address, checking spam or junk folders and ensuring that Roland emails are not blocked. Roland is not required to replace a code that the Claimant loses, deletes, discloses or compromises.

The preceding sentence does not prevent Roland from issuing a replacement code after Roland validates a duplicate-serial or administrative issue under section 7, or where mandatory law requires another remedy.

11. Returns, refunds, cancellations, chargebacks and replacements

- A return, refund, cancellation or chargeback before validation makes the claim ineligible and no code will be issued.
- A validly issued code remains valid if the instrument is later returned or refunded. Roland will not cancel an unredeemed code solely because of a later return or refund.
- A fraudulent transaction is ineligible. Roland may reject the claim or disable an unredeemed code associated with fraud.
- A dealer exchange or eligible warranty replacement with a new serial number may create a separate entitlement to an additional code, subject to validation and the Claim Deadline.

12. Personal information and privacy

The data controller for the Promotion is Roland Corporation, 2036-1 Nakagawa, Hosoe-cho, Kita-ku, Hamamatsu, Shizuoka 431-1304, Japan. Personal information is processed to administer and validate claims, issue codes, manage fraud and complaints, provide Roland Cloud redemption, meet legal obligations and, where separately authorised, send marketing communications.

Claim data collected	Name, email address, country or region, product model, serial number, purchase date, Authorised Dealer name, claim and code status; optional telephone number only where supplied
Australian form operator	Roland Corporation Australia Pty Ltd
Email platform	ActiveCampaign
Data locations	Claim data is housed in Australia and may be transferred to Japan. Claim and Roland Cloud redemption data may be associated within Roland systems.
Local distributor access	Local distributors do not have access to the Promotion claim database. They may receive information directly supplied by a Claimant in a support request and may liaise with Roland Corporation.
Normal retention	12 months from the Promotion Closing Date, ending 31 December 2027
Extended retention	Relevant information may be retained longer where reasonably required to investigate fraud, address a complaint or dispute, or comply with taxation, accounting, regulatory or other legal obligations.

The handling of personal information is also governed by the [Roland Global Privacy Statement](#) and Personal Data Protection Act 2010 [Act 709], as amended, and other applicable Malaysian privacy laws.

Customers may unsubscribe from marketing using the link in any marketing email. Requests to access, correct, delete or restrict personal information, or to exercise other applicable privacy rights, must be submitted through the “inquiry for personal information” facility in the Roland Global Privacy Statement.

For a purchaser under 18, the parent or legal guardian must provide the claim information and control the Roland Cloud account. The guardian is responsible for providing any consent required by applicable law.

13. Optional marketing

Marketing consent is optional, separate from acceptance of these Terms and unticked by default. Refusing or withdrawing marketing consent does not affect eligibility for the Promotion.

The telephone-number field is optional, is not required to validate a claim, and will be used for marketing only where the Claimant has separately provided optional marketing consent. Claim-processing information and marketing preferences are maintained separately.

14. Taxes and additional costs

Roland Corporation will not pay any tax or reporting liability that may arise for a Claimant in connection with the sound pack. The Claimant is responsible for determining and meeting any applicable tax or reporting obligation. Roland does not state that any advertised value includes tax.

The Claimant is responsible for all internet, mobile-data, equipment, storage, account-access and installation costs associated with claiming, redeeming or using the sound pack.

15. Changes, suspension and cancellation

Roland may amend, extend, suspend or cancel the Promotion where reasonably necessary because of legal or regulatory requirements, fraud or abuse, technical failure, sound-pack unavailability, security issues or circumstances beyond Roland’s reasonable control. Material changes will be published on the Promotion webpage.

Unless required by law or necessary to address fraud, a change will not remove an entitlement already earned through a valid Qualifying Purchase and valid claim. Where an eligible sound pack becomes unavailable, Roland may provide a reasonably comparable replacement.

16. Responsibility and mandatory consumer rights

Nothing in these Terms excludes, restricts or modifies any consumer guarantee, statutory remedy, privacy right or other right that cannot lawfully be excluded, restricted or modified under applicable law. Roland Corporation's responsibility remains subject to those mandatory rights and remedies.

In Malaysia, this includes rights and remedies under the Consumer Protection Act 1999 [Act 599], including applicable electronic-trade requirements, and other applicable Malaysian consumer laws. These Terms do not require a consumer to waive access to a court, tribunal or consumer-dispute body that has mandatory jurisdiction.

17. Complaints and review

The Claimant should first contact the local distributor listed in section 2. The distributor will aim to provide a substantive response or resolution within five business days. Where the issue requires access to the claim system, the distributor may refer the matter to Roland Corporation without receiving direct access to the Promotion database.

There is no formal appeal process under the Promotion. A Claimant may nevertheless request review of an apparent administrative or validation error, and all mandatory statutory complaint or dispute rights remain available.

18. Governing law and jurisdiction

These Terms are governed by the laws of Malaysia, being the Qualifying Country of Purchase. Disputes are subject to the courts and consumer-dispute bodies having jurisdiction under the mandatory laws of Malaysia.

For a cross-border purchaser, the purchaser's residence or nationality does not change the applicable country Terms, local support contact, governing law or jurisdiction determined by the country of the Qualifying Purchase, except where mandatory law requires otherwise.

19. Language, severability and entire terms

These Terms are intended for final publication in English. The English version is intended to control to the extent permitted by mandatory Malaysian law.

If any provision is unlawful, invalid or unenforceable, it will be read down to the minimum extent necessary or severed, and the remaining provisions will continue to apply. These Terms, the applicable Roland Cloud terms and the referenced privacy statement contain the rules governing the Promotion, subject to mandatory law and any approved regulatory permit or filing conditions.

Schedule 1 — Eligible World Expansion sound packs

A valid promotional code may be used for one of the following ten sound packs. The same list applies in every qualifying country.

Pack code	Eligible sound pack
EXZ112	Thailand Melodic
EXZ11	Vietnam Essentials
EXZ110	Indonesia Bali Sumatra Kalimantan
EXZ109	Indonesia Java
EXZ104	India Percussion
EXZ103	India Wind
EXZ102	India Strings
EXZ107	Mexican Banda Rhythms
EXZ113	Thailand Percussion
EXZ114	Malaysia Essentials

S2. Local distributor contact

Local distributor and first-stage support	RAP Distribution Sdn. Bhd.
Postal address	45-1, Block C2, Jalan PJU 1/39, Dataran Prima, 47301 Petaling Jaya, Selangor, Malaysia
Website	https://rolandap.com/
Telephone	03 7805 3263
Fax	03 7805 3252

The local distributor is the first-stage support contact. It is not the promoter and does not validate claims or issue codes. Roland Corporation performs validation and code issuance.

S3. Privacy contact

Data controller: Roland Corporation, 2036-1 Nakagawa, Hosoe-cho, Kita-ku, Hamamatsu, Shizuoka 431-1304, Japan. For privacy rights requests, use the “inquiry for personal information” facility in the [Roland Global Privacy Statement](#).