

General service guidelines

for products sold to Business customers

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1 About this document

The General Service Guidelines (GSG) explained in this document are mainly intended to give guidance to Dealers who sell Products to Customers, and to Customers who have purchased a Product from a Dealer. The GSG explains the warranty and service procedures applied by Samsung Electronics Nordic AB (Samsung Nordic) when a Defect occurs in a Samsung product supplied by Samsung Nordic directly, or via one or more resellers, to a Customer. The product categories covered by the B2B warranties and these guidelines at present are specified in [section 2.3](#).

This document is not binding in any way for Samsung Nordic and cannot be invoked against Samsung Nordic. Samsung Nordic can, at its sole discretion, change these GSG without incurring any liability. Samsung Nordic expects all Dealers and Customers to be well informed about these GSG and act accordingly.

A Dealer is itself liable for all misrepresentation of Samsung warranties, any warranties, other commitments offered by the Dealer which go beyond Samsung Nordic's B2B warranties.

Customers who have purchased Samsung products not originally supplied by Samsung Nordic are not entitled to warranty service from Samsung Nordic for such products, and these Customers should contact the Dealer from whom the Customer purchased that product for further guidance. However, Samsung Nordic will provide certain warranty service if and to the extent so required by Samsung Nordic under any applicable warranty provided in writing by Samsung Electronics Co., Ltd or any of its affiliates companies other than Samsung Nordic.

1.1 Conflicts or inconsistency between warranty and this document

Any and all limitations and qualifications set forth in the relevant B2B warranty as well as any and all provisions contractually agreed between Samsung Nordic and the Customer apply irrespective of what is set forth in this document. In the event of a conflict or inconsistency between the provisions of this document and the relevant contract or B2B warranty, the provisions of the contract/warranty shall have precedence over this document.

1.2 Data protection and privacy

This document supplements the agreement between Samsung Nordic and the Dealer concerning the Dealer's processing of personal data on behalf of Samsung Nordic and with regards to binding instructions on Dealer provided by Samsung Nordic. Dealer acknowledges that Samsung Nordic may provide instructions from time to time in addition to the instructions set out herein. The provisions of the agreement govern the processing of personal data as set out in this Dealer Guideline.

Dealer shall only collect and forward data, including personal data, to Samsung Nordic, to ASC or to another party as set out in the following sections: [section 4.1](#) (point 4); [section 5](#) (point 53); [section 8.1](#) (point **Error! Reference source not found.**); [section 8.2](#) (points 1 and 3); [section 10.2](#); section 13. Dealer shall only process the types of personal data as explicitly contained in the above referred sections specific for each service operation and Dealer shall not collect, forward or otherwise process any other types of personal data on behalf of Samsung Nordic. Except for what is technically temporarily necessary for collecting and forwarding the personal data, Dealer shall not store personal data on behalf of Samsung Nordic.

The personal data set out in this Dealer Guideline, exhaustive list of data types is further specified with regards to each service operation in [section 4.1](#) (point 4); [section 5](#) (point 53); [section 8.1](#) (point **Error! Reference source not found.**); [section 8.2](#) (points 1 and 3); [section 10.2](#); section 13, are the following:

- a) Description or information of the fault/remark (only information relating to facts as set out below);
- b) the Product's serial number (e.g. **SN**: RF8H51AN01N);
- c) contact details of dealer;
- d) consumer's contact information which should only consist of [name, email address, telephone number; address];
- e) POP or POD;
- f) IMEI number (e.g. **IMEI**: 359948072523308);
- g) Pictures of damaged boxes, Products etc. (should never contain persons as set out below).

Dealer shall ensure, where applicable, that the free text fields are appropriately filled in and only factual information relevant to the case at hand is processed excluding any opinion or subjective comment relating to the consumer or other personal aspects of the case. Where pictures are collected and forwarded by Dealer, Dealer shall ensure that no persons are included in such pictures without affecting the suitability and aptness of the picture for the purposes of validation and evidencing. Information on purchase channel shall not contain personal data but only company name of reseller.

1.3 Samsung Nordic's Data Privacy Policy

Dealers should inform all Consumers on how Samsung Nordic processes data in service cases by distributing the texts below.

English

Samsung Electronics Nordic AB (Torshamnsgatan 48, PO Box 1235, 164 40 Kista, Sweden, "Samsung") will process personal data about you which are collected in the requested customer service case to assist you in your inquiry. To read more about Samsung's privacy practices in customer services, about your rights and how to exercise them, please visit Samsung Customer Service Privacy Policy at <http://www.samsung.com/se/support/privacy/>

Danish

Samsung Electronics Nordic AB (Thorshamnsgatan 48, PO Box 1235, 164 40 Kista, Sweden, "Samsung") behandler Personoplysninger om dig, som er indsamlet i den anmodede kundeservicesag, for at kunne hjælpe dig med din forespørgsel. For at læse mere om Samsungs Privatlivspolitik vedrørende Kundeservice, herunder om dine rettigheder og hvordan du kan udøve disse, se venligst Samsung Kundeservice Privatlivspolitik på <http://www.samsung.com/dk/support/privacy/>

Finnish

Samsung Electronics Nordic AB (osoite Torshamnsgatan 48, PO Box 1235, 164 40 Kista, Ruotsi "Samsung") käsittelee sinuun liittyviä, asiakaspalvelupyynnön yhteydessä kerättyjä henkilötietoja voidakseen auttaa sinua pyynnössäsi. Saadaksesi lisätietoja Samsungin asiakaspalveluun liittyvistä tietosuojakäytänteistä, tutustu tietosuojapolitiikkaamme osoitteessa <http://www.samsung.com/fi/support/privacy/>.

Icelandic

Samsung Electronics Nordic AB (Torshamnsgatan 48, PO Box 1235, 164 40 Kista, Svíþjóð, "Samsung") mun vinna með persónuupplýsingar þínar sem safnað er í tengslum við viðkomandi þjónustubeiðni í því skyni að veita þér aðstoð vegna fyrirspurnar þinnar. Til að fá frekari upplýsingar um verklagsreglur Samsung við meðferð persónuupplýsinga í tengslum við þjónustu við viðskiptavinum, eða um réttindi þín og hvernig þú getur nýtt þau, þá vinsamlega kynntu þér persónuverndarstefnu Samsung fyrir þjónustu við viðskiptavinum <http://www.samsung.com/dk/support/privacy/>.

Norwegian

Samsung Electronics Nordic AB (Torshamnsgatan 48, PO Box 1235, 164 40 Kista, Sverige, "Samsung") vil behandle de personopplysningene som samles inn i forbindelse med at vi hjelper deg med din forespørsel til kundeservice. For å lese mer om Samsungs retningslinjer for personvern og om dine rettigheter og hvordan du kan utøve dem, vennligst se Samsungs personvernerklæring for kundeservice på: <http://www.samsung.com/no/support/privacy/>.

Swedish

Samsung Electronics Nordic AB (Torshamnsgatan 48, PO Box 1235, 164 40 Kista, Sweden, "Samsung") kommer behandla dina personuppgifter vilka samlas in i samband med kundserviceförfrågan för att hjälpa till med ditt ärende. För att läsa mer om Samsungs personuppgiftsbehandling vid kundservice, om dina rättigheter och hur du utövar dem, vänligen besök Samsungs kundservices personuppgiftspolicy <http://www.samsung.com/se/support/privacy/>.

1.4 Definitions

ASC	Samsung Nordic A uthorized S ervice C enter – A service workshop.
B2B warranties	The Basic warranty and SMART Care Pack.
Basic warranty	Samsung Nordic's "Basic Warranty B2B" as set forth in the terms and conditions thereof applicable from time to time.
Buying partner	The entity buying the Products in question directly from Samsung Nordic.
Calendar days	All days including weekends and holidays.
Customer	End customer which is a business customer and legal entity who has acquired a Product for its own use and not for the purpose of commercial resale.
Dealer	The Buying partners, distributors, resellers, retailers and dealers buying or selling (as applicable) Products.
Defect or Defective	A Product shall be considered to have a "Defect" or be "Defective" if it is defective according to the relevant B2B warranty.
DOA	Dead On Arrival , see Chapter 4 for more information.
EULA	End User License Agreement , accepted by Customer when activating a Mobile Phone.
GSG	These G eneral S ervice G uidelines.
Nordic countries	Sweden, Norway, Denmark, Finland and Iceland.
Original customer	The original/first Customer purchasing a <i>new</i> Product from a Dealer.
Product	Samsung product supplied by Samsung Nordic to the Customer directly or via one or more Dealers.
POD	P roof o f D elivery e.g. a freight note. Delivery date and model name or code must be apparent on the note.
POP	P roof o f P urchase, e.g. a receipt or an invoice.
RMA	R eturn M aterial A uthorization (confirmation that a Defect unit has been approved for return to Samsung Nordic for inspection).
SMART Care Pack	Samsung Nordic's "SMART Care Pack" extended or upgrade warranty as set forth in the terms and conditions thereof applicable from time to time.
Samsung Nordic	Samsung Electronics Nordic AB, company registration number 556445-4345.
Working days	Weekdays, excluding Saturdays, Sundays and public holidays in any of the relevant Nordic countries.

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1.5 Contact information

Customer information, model code and serial number are minimum requirements for all communication.

Samsung B2B Support

For technical support & service request

Support is open business days 08:00-17:00 (local time)

Sweden	+46 771 SAMSUNG (0771-72 67 86)	b2b.se@samsungsupport.net
Denmark	+45 70 70 19 70	b2b.dk@samsungsupport.net
Norway	+47 21 62 90 99	b2b.no@samsungsupport.net
Finland	+358 030 62 27 515	b2b.fi@samsungsupport.net

Website: www.samsung.se (dk/no/fi)

Chat, e-mail, FAQs, updates, warranty information and more

KNOX Support

For KNOX support, please submit ticket on the website below

Sweden	+46 771 B2BSAMSUNG (0771-222 726 78 64)
Denmark	+45 70 14 01 03
Norway	+47 216 29098
Finland	+358 306 227 527

Website: <https://www.samsungknox.com/en/support>

FAQs, how-to, videos, submit tickets and more

RMA

For DOA/ RMA status/ questions/ approvals

All Nordic countries	Phone: +46 776 704 000
	E-mail: xpos@samsung.com
	Website: www.xpos.eu

Spare parts

Spare parts missing or damaged (should be claimed within 7 days from purchase)

All Nordic countries	E-mail: samsungparts@multilogistik.se
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2. Warranties

In this Chapter the Basic warranty, its extensions and upgrades are described in short.

2.1 Samsung Nordic's Basic warranty B2B

The Basic warranty is provided by Samsung Nordic for the benefit of a Customer. Samsung Nordic warrants that the Product will be free from defects in material and workmanship under the warranty period. However, Samsung Nordic does not warrant that the Products will operate uninterrupted or error free.

The Basic warranty includes (during the applicable warranty period):

- Free telephone and e-mail support; and
- Repair, replacement or credit (at Samsung Nordic's own discretion) of Defective Products.

For monitors Samsung Nordic hereby includes a Pixel warranty in addition to the Basic warranty. This means that monitors also shall be deemed Defective if they do not comply with the criteria for pixel errors according to the European standard ISO-9241-3xx (see Appendix 2). The terms and conditions of the pixel warranty are not contractually agreed and do not follow from any warranty card.

The Basic warranty is provided separately and independently by Samsung Nordic and is in addition to any applicable international, regional or other warranty that may be provided in writing by Samsung Electronics Co., Ltd (or any of its affiliates companies other than Samsung Nordic). A Customer may assign the Basic warranty to any other legal entity that acquires the Product from the Customer for its own use and not for the purposes of commercial resale.

2.1.1 Warranty exclusions

Below are some of the warranty exclusions and limitations set out. All exclusions and limitations can be found in the Basic warranty.

- Physical damage, moisture damage or tampering.
- Products installed incorrectly or used in an environment not intended for.
- If the Product's original serial number has been removed, altered or defaced.
- Inoperability or incompatibility with third party hardware or software.
- Professional use of Products clearly intended for consumer use.
- Defects caused by third party software, i.e. software included in the Product which is not owned by Samsung Nordic or Samsung Electronics Co., Ltd (or any of its affiliated companies). The Customer or its installation partner /service provider are responsible for at all times updating the software to the latest available from Samsung Nordic or Samsung Electronics Co., Ltd (or any of its affiliated companies).
- The Basic warranty is not applicable to the product category of LED screens. For warranty conditions for LED products please see separate terms and conditions.
- The following section shall apply for Mobile Phones and Tablets. Using a static picture during longer periods of time may cause a burn in of the picture displayed (an "Afterimages"). Due to the nature of OLED displays used in Samsung devices Afterimages is a natural occurrence if a static picture is displayed continuously for longer periods of time. An Afterimage is not an original defect in the product. A Customer's Mobile Phone and/or Tablet with Afterimages can be accepted for repair only after verification by an authorized technician. Verification includes an investigation of what types of Afterimages are visible on the display. If applicable for repair, the first action shall always be OCTA calibration (software adjustments) to reduce afterimages. Only consumers are entitled to a repair. Should the technician's inspection show that the Afterimages are caused by a consumer using a B2C device within a business (Business/B2B use) the claim shall be rejected and the service partner shall offer a cost estimate for afterimages calibration / OCTA exchange the Customer, which shall be paid by Customer.

Cases related to a B2B customer and trade in/upgrade programs shall not be valid for repair under any warranty

- **SMART Care Pack - extended or upgraded warranty**

The aim of SMART Care Pack is to minimize disruption and get the Customer back to productive working as quickly as possible. SMART Care Pack extends the Basic warranty for certain Products decided by Samsung Nordic, from time to time, up to a maximum of 5 years. SMART Care Pack may also upgrade the service type from carry in or pick-up to on-site service on selected Products. All service types are described in [Chapter 3](#).

SMART Care Pack service only cover Products located in the Nordic countries *or*, if the Product is located outside the Nordic countries, requires that the Customer ships the Product to and from an ASC (at its own cost and risk).

How to claim extended warranty: The Customer should follow the normal service request procedure in [Chapter 5](#) and provide Samsung B2B Support or the ASC with information that the Customer has purchased SMART Care Pack.

2.2.1 How to buy SMART Care Pack

To obtain SMART Care Pack for a Product the Customer shall contact its Dealer. The Customer will receive a SMART Care Pack certificate when purchasing the warranty. The certificate will be sent to the Customer (or, where applicable, to the Dealer purchasing SMART Care Pack on behalf of and for the benefit of a Customer) by e-mail as a pdf file, to the e-mail address stated by the Dealer/Customer during the purchase.

2.2.2 How to register SMART Care Pack

Smart Care Pack should be purchased within 30 days from unit purchase. Once the Customer has purchased SMART Care Pack, the Customer needs to register the warranty with Samsung Nordic by completing the steps set out below.

- | | |
|---|---|
| 1 Have the following information ready: SMART Care Pack certificate number, model code, serial number, purchase date, sales order number and customer contact information. | 2 Email smartcarepack@samsung.se with the information within 90 calendar days from purchase. A confirmation will be sent to the Customer once the registration is completed. |
|---|---|

To register LED products for On-site Service including or excluding extended warranty Smart Care Pack do LED installations documents need to be included. Email b2b.se@samsungsupport.net all documents when installation is completed.

2.3 Warranty periods

The warranty period for each type of Product is set out on Samsung Nordic's website as follows:

SE: www.samsung.com/se/business/support/warranty/

NO: www.samsung.com/no/business/support/warranty/

DK: www.samsung.com/dk/business/support/warranty/

FI: www.samsung.com/fi/business/support/warranty/

The actual period for an individual Product starts from the date of the Original customer's purchase of the new Product from a Dealer which can be proven with a POP. For Mobile Phones Dealer may also use EULA activation date as the validation date, instead of POP. If the Customer is unable to provide a satisfactory POP, the warranty period will start three month after the manufacturing date of the product. The warranty period can also start from installation date if installation is done within 6 months counted

from POP or manufacturing date and the Customer can prove this with an installation report verified by Samsung Nordic. In respect to air conditioners, if the Original customer's purchase date has taken place more than 6 months after the Product's manufacturing date, the warranty period is calculated from the manufacturing date.

Exceptions from general commercial warranties periods

- If the Dealer takes back a sold Product from the Customer and thereafter sells the Product a second time or if the Product is sold by the Dealer to the Customer (for the first time) more than 6 months after the Product was shipped to Samsung Nordic's distributor, the Dealer cannot expect that Samsung Nordic will cover the cost for the warranty service, credit or product replacement. In such cases, the Dealer shall assume responsibility for the cost incurred by the ASC for service provided following a valid claim. For the avoidance of doubt, in case of such late sell-out by a Dealer, the warranty is still applicable towards the Customer and the ASC service is still available but the Dealer must cover the cost.
- Nordic Warranty for all Demo/Sample Products are limited to 6 months. Before the sale of a Demo/Sample Product to a Consumer, the Dealer shall inform the Consumer about the limited warranty. The Dealer shall also clearly state on the POP that the purchase is of a Demo/Sample Product and that there is only a limited warranty applicable for the Demo/Sample Product. When making a warranty claim Consumer need to provide a POP that clearly states that the product purchased was sold as a Demo/Sample Product. Once the 6 months warranty period has expired the Dealer cannot expect that Samsung Nordic will cover any cost for a warranty service, credit or product replacement for Demo/Sample Products.

3 Service types

Samsung Nordic offers five different service types, i.e. how Defective Products can be handled by Samsung Nordic. The service types only apply if; an ASC is used (except Call in service), the Defect is reported within the warranty period and the Defect is valid. Service types (except Call in service) may vary depending on product and geographical location. Please contact Samsung B2B Support for more information.

3.1 Call in service

Service is given, free of charge, remotely by Samsung B2B Support, either through phone or e-mail. Contact information can be found in [Chapter 12](#).

3.2 Carry in service

Carry in service means that the Dealer or Customer brings the Product to an ASC for repair. After repair, the Product will be picked up by the Dealer or Customer at the ASC.

3.3 On-site, Pick-up and Swap service

On-site service means that the Defective Product will be repaired by an ASC technician at the location where it is installed. If a service request is correctly logged before 13:00, an ASC will aim to initiate on-site service during the next Working day. If for some reason a repair on-site is not possible, the ASC will apply the pick-up service procedure described below. The Customer should always consult with Samsung B2B Support in matters regarding on-site Products.

Please note that on-site service is not available everywhere in the Nordic countries. Samsung Nordic may use a local carrier (such as DHL or Post) for replacement of accessories (e.g. batteries, AC adapters) instead of on-site visit by an ASC.

Pick-up service means that an ASC will pick-up the Defective Product at the location where it is installed or send out prepaid freight documents which the Customer can use to send it to service. After repair the Product will be returned to the Customer. The Customer is responsible to ensure that the Defective Product is packed in a safe and orderly fashion prior to the Defective Product being picked-up by the ASC.

Swap service means that the Defective Product is replaced instead of repaired or credited. If a service request is correctly logged before 13:00, Samsung Nordic aims to ship a replacement Product the same day, to arrive the next business day. Replacement of a Defective Product will be made by an identical model or, if such model is not available to Samsung Nordic, with a similar model. The replacement Product will be either new or refurbished to be functionally equivalent to new. If the Customer does not accept to have the Defective Product replaced, the Defective Product will be picked up (see Pick-up service above), repaired and returned to the Customer.

To be covered by on-site, pick-up or swap service, the Customer ensures at its own cost that the Product is:

- Unobstructed and accessible to service or transportation personnel without the use of ladders or other apparatus required to service the Product.
- Available for service at a maximum height of 2 meters as measured from the floor to the center of the Product.
- Removed from external frames that demand special certificates/special tools or special permit to access – or similar time consuming elements.
- Removed from other built-in constructions (or similar) that demand special certificates, special tools or similar, permit to access or other time consuming elements.

On-site, pick-up and swap service is provided free of charge, provided that the Customer has fulfilled the above conditions.

4 Dead on Arrival (DOA)

DOA refers to a Product with a Defect that was discovered by the Customer within the **DOA Period of 7 Calendar days**, counted from the date the Product was sold to (or delivered to) the Original Customer or from the installation date at end user. The Product must be reported as defective to the Samsung B2B Support or returned to the Dealer or an ASC within the DOA period to be valid as a DOA. A valid DOA will be repaired, replaced or credited by Samsung Nordic, depending on the situation.

For Products with on-site service, Samsung Nordic reserves the right to repair a Product instead of replacing it or issuing a credit. Samsung Nordic primarily recommends a service request, but will always aim to provide the most convenient solution.

Note - Transport damage and commercial returns! Products that are damaged during transportation, with marks on the original box, are not considered DOA. Contact the carrier if the Product has damage caused from transportation. Neither is commercial returns considered DOA.

Note – Concealed freight damage – See Chapter 11

4.1 How to validate and make a DOA request

- 1 Make sure that the Product is complete with all the accessories in the original packing.
- 2 Make sure that the Product is free from physical damage (except in case of Concealed freight damage – see Chapter 11).
- 3 Check that the Defect or fault still exists. If hardware Defect, try to validate and recreate the fault. If it is a software Defect follow the steps below:
 - a. Reboot the device.
 - b. Check that the latest software is installed on the Product and update if possible¹ (Note that all personal information may disappear).
 - c. If fault remains make a factory reset (Note that all personal information may disappear).
- 4 **For Products with on-site service:** Contact Samsung B2B Support and report the DOA within the DOA period. The agent will try to remedy the problem and/or send a service/DOA request to an ASC. Have the information in the checklist below ready before contacting the support, and make sure that the requirements above are met. If e-mail is chosen as the point of contact use the service request template in the [Appendix 1](#). The service request template is mandatory for service registration through email.

For Products with any of the other service types: Send/bring the Product to an ASC or the Dealer for validation and include the information specified in the checklist below. Contact Samsung B2B Support for information about your closest ASC.

-
- | | |
|---|--|
| <input type="checkbox"/> Description of the fault | <input type="checkbox"/> POP or POD |
| <input type="checkbox"/> The model code of the Product | <input type="checkbox"/> Contact information |
| <input type="checkbox"/> The Product's serial number (not the serial no. on the package) | <input type="checkbox"/> Purchase channel, e.g. reseller |
-

- 5 If asked to send/bring the Product to an ASC, to have the Product being picked up by an ASC or to receive on-site service by an ASC:
 - Make sure that there is no pin code or password on the Product. A Product with pin code or password will be sent back to the Customer/Dealer and will be charged for the handling cost;
 - Make sure that the Product is properly packed and ready for transportation. Attach the information according to the checklist in item 4 above; and
 - If on-site, pick-up and swap service, make sure the service criteria's are fulfilled, see [section 3.3](#).

If the DOA is not valid, the Customer can choose to make a normal service request as in Chapter 5. If the Defect is not covered by the B2B warranty, Samsung Nordic is not responsible and the Customer can contact an ASC (or any other service provider at its own choice) for a price proposal. Contact Samsung B2B Support for information about the closest ASC, or any kind of consultation regarding service. If the Defect of the Product cannot be recreated, the Product will be returned to the Customer and the Customer might be charged for troubleshooting and transport costs.

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5 How to validate and make a service request

If the Customer finds a Product Defective, the Customer should first validate the Defect and then, if valid, make a service request to Samsung B2B Support. Follow the steps below.

- 1 Make sure that the claim is made within the applicable warranty period (see table in section 2.3).
- 2 Check that the Defect or fault still exists. If hardware Defect, try to validate and recreate the fault. If it is a software fault follow the steps below:
 - a. Reboot the device.
 - b. Back-up is recommended as personal information may disappear.
 - c. Check that the latest software is installed on the Product and update if possible²
 - d. If fault remains, make a factory reset
- 3 Contact Samsung B2B Support and have the information in the checklist below ready. A Samsung agent will try to remedy the problem remotely, send a service request to an ASC or guide the Customer to bring/send the Product to an ASC or the Dealer (depending on service type). If e-mail is chosen as the point of contact use the service request template in the [Appendix 1](#).

<input type="checkbox"/> Description of the fault	<input type="checkbox"/> POP (not mandatory)
<input type="checkbox"/> The model code of the Product	<input type="checkbox"/> Contact information
<input type="checkbox"/> The Product's serial number (not the serial no. on the package)	<input type="checkbox"/> Purchase channel, e.g. reseller

- 4 If asked to send/bring the Product to an ASC, to have the Product picked up by an ASC or to receive on-site service by an ASC:
 - Make sure that there is no pin code or password on the Product. A Product with pin code or password will be sent back to the Customer and will be charged for the handling cost.
 - Make sure that the Product is properly packed and ready for transportation. Attach the information in the checklist above.
 - If on-site service, make sure the on-site criteria are fulfilled, see [section 3.3](#).

Samsung Nordic determines at its own discretion whether a Defective Product shall be repaired, replaced or credited.

The Customer is responsible for backing up and protecting its data against loss, damage or destruction. Samsung Nordic shall not be liable for loss of any data.

If the warranty period has expired or the Defect is not valid, it up to the Customer to have the Product serviced or repaired at its own cost. If the Defect is not covered by the B2B warranties, Samsung Nordic is not responsible and the Customer can contact an ASC (or any other service provider at its own choice) for a price proposal if the customer still requests service. Contact Samsung B2B Support for information about the closest ASC, or any kind of consultation regarding service. If the Defect of the Product cannot be recreated, the Product will be returned to the Customer and the Customer might be charged for troubleshooting and transport costs. Services performed by Samsung Nordic or an ASC in remedying damage or Defects caused as a result of any conditions not covered by the relevant B2B warranty may be subject to additional charges for labor, transportation and parts.

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6 Repair time

Samsung Nordic's average repair time is 2-3 Working days (it should be noted that the repair time can differ from case to case). The repair time is counted from the date the ASC receives the Product until the date the Product is declared ready to be shipped back to the Customer. If the Product requires On-Site service, the repair time is counted from the date the ASC receives a service request until the date the Product is declared ready. If the repair time exceeds 14 Calendar days, and the ASC has not repaired the Defect, the Customer can consult with the ASC and agree on replacing the Product instead of having it repaired.

7 Replacement or credit

This Chapter specifies Samsung Nordic's guidelines for crediting and replacing Defective Products. The situations when a Defective Product might be replaced or credited instead of repaired are:

- If a Defect within the warranty period, in the opinion of Samsung Nordic, cannot be repaired.
- DOA, [Chapter 4](#).

These situations have to be approved by Samsung Nordic and Samsung Nordic reserves the right to choose in its sole discretion whether to replace or credit a Defective Product. Samsung Nordic primarily aims at replacing Defective Products and secondly crediting.

Replacement: Replacement of a Defective Product will be made by an identical model or, if such model is not available to Samsung Nordic, with a similar model. The replacement Product will be either new or refurbished to be functionally equivalent to new. A replacement will not extend the original Warranty period.

Crediting: Samsung Nordic aims at crediting the Buying partner within 30 Calendar days from the date Samsung Nordic approved the request. If credit is not received within this period please check [XPOS](#) for status of the case. All Products which Samsung Nordic has decided to credit will be credited to Samsung Nordic's Buying partner at the latest price paid by the Buying partner for the Product in question.

To be approved:

- All requests for credit or replacement shall be made through an ASC **except Low Cost Products** which may be requested by Dealer in [XPOS](#).
- The RMA number shall always be attached to the Product when the Product is returned.
- The Product must be returned undamaged and all accessories and parts necessary for testing the defect must be returned with the Product. This includes for example the Product's battery and charger. For DOA the Product needs to be returned complete with all accessories in its original packaging.
- Samsung reserves the right to pre-inspect all RMA requests before preliminary approval. After preliminary approval the Product shall be returned to Samsung who will then examine the Product and give a final decision. Return freight must be booked via XPOS when returning the Product for inspection. Samsung will not take responsibility for returns handled by other carriers than the ones contracted by Samsung. The Product must then be sent in within seven (7) Calendar days from the date of preliminary RMA, and failure to do so will result in Samsung rejecting the RMA request and Dealer will not be entitled to Compensation.

To check the status of the DOA or RMA please contact Samsung B2B Support and have the Products serial number ready.

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8 Defective or missing accessories

This Chapter specifies the procedures for handling of missing or Defective accessories. The handling differs for accessories sold separately and in-box (in original packaging) accessories.

8.1 Defective accessories sold separately

If the Dealer/Consumer got a Defective accessory the Dealer should follow these steps:

- 1** Check that the accessory is claimed within the warranty period or the legal claim period (as applicable).
- 2** Validate the Defect.
- 3** Request for RMA (see HHP Wearables below) or send/bring the accessory to an ASC and include or attach information listed in the checklist below.

-
- | | |
|---|--|
| <input type="checkbox"/> Description of the fault | <input type="checkbox"/> Contact information to where the accessory should be sent |
| <input type="checkbox"/> The model code of the accessory | <input type="checkbox"/> In case of no serial number attach POP |
| <input type="checkbox"/> The accessory's serial number if any (not the serial no. on the box) | |
-

If the claim is valid the Defective accessory will be replaced at no cost and delivered in about one week or credited by Samsung Nordic.

HHP Wearables such as camera, watches and VR glasses should be handled as SET products and sent in to service partners for validation and repair or RMA.

For accessories to mobile phones, tablets and accessories to HHP Wearables, the supplier grants a Defective Accessory Exchange compensation for exchanging defective accessories directly in Buyer's retail stores without involving Samsung or its service centers.

The Buyers shall validate the defect in the accessories in order for it to be valid for exchange and for the buyer to dispose the defect unit. (Information on validation checklist in Chapter 6.1)

A simplified reporting of the accessories to mobile phones, tablets and accessories to HHP Wearables shall be reported in XPOS. The simplified reporting shall include the information listed in the checklist below.

-
- | | |
|--|---|
| <input type="checkbox"/> The model code of the accessory | <input type="checkbox"/> Description of the fault |
| <input type="checkbox"/> Name of Dealer/store | |
-

8.2 Missing or Defective in-box accessories or Smart Things accessories

If a Dealer/Customer is missing an accessory in the original packaging (e.g. a remote control or a refrigerator shelf), [access link](#) or e-mail samsungparts@multilogistik.se within 7 days from the Consumer's date of purchase and include or attach the information listed in the checklist below.

-
- | | |
|---|--|
| <input type="checkbox"/> Information about missing accessory | <input type="checkbox"/> Contact information to where the accessory should be sent |
| <input type="checkbox"/> The exact model code of the Product | <input type="checkbox"/> POP or POD |
| <input type="checkbox"/> The Product's serial number (not the serial no. on the package) | |
-

If a Dealer/Customer got a **Defective** accessory in the original packaging, follow the steps below.

- 1 Check that the claim is made within the accessory's warranty period (see table in section 2.3 above).
- 2 Validate that the accessory has a Defect and take a picture of the damage.
- 3 E-mail samsungparts@multilogistik.se or access link above and attach the information listed in the checklist below.

-
- | | |
|---|--|
| <input type="checkbox"/> Description of the fault | <input type="checkbox"/> Contact information to where the accessory should be sent |
| <input type="checkbox"/> The exact model code of the Product | <input type="checkbox"/> Picture of the damaged on the accessory |
| <input type="checkbox"/> The Product's serial number (not the serial no. on the package) | <input type="checkbox"/> POP |
-

If the claim is valid the accessory will be delivered, free of charge, in about 1 week if available in the warehouse.

9 Freight cost

Whether Samsung Nordic or the Dealer should bear the freight costs that may arise depends on Samsung Nordic's final decision in the matter, see below. The Dealer is responsible for adequate packing of the Defective Product.

9.1 Technical Returns

Technical returns (e.g. Low cost Products, DOA) are handled in XPOS.

1. Request/claim is **approved** in XPOS: freight costs are borne by Samsung Nordic **if**, where applicable, the carrier appointed by Samsung Nordic is used.
2. Request/claim is **rejected** after inspection: freight costs shall be borne by the Dealer.

9.2 Service of Defective Products

Service of Defective Products are handled by ASCs

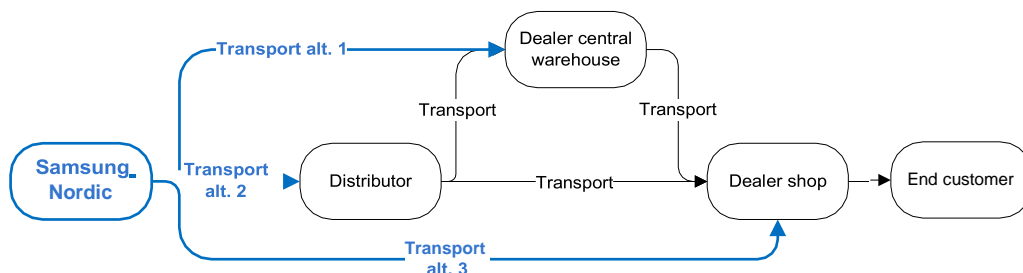
1. Request/claim is **approved** by ASC: freight costs are borne by Samsung Nordic.
2. Request/claim is **rejected** after troubleshooting by ASC: freight costs shall be borne by the Dealer.

10 Transportation claim – box damage and missing goods at delivery

If a Dealer finds box damage or that goods are missing on a delivery where Samsung Nordics was freight payer, the Dealer should make a claim to Samsung Nordic within 7 Calendar days from delivery. Before making the claim ([section 10.2](#)), the Dealer must go through the steps in [section 10.1](#).

If the claim is accepted by Samsung Nordic as valid, the damaged goods will be picked up at the delivery address provided it is in its original box. Crediting will be made after the claim has been validated by Samsung Nordic. A new order has to be made for substitute Products. Handling time of each case may be up to two weeks.

Please note that Samsung Nordic only has responsibility for goods that have been delivered with Samsung Nordic as a freight payer and with visible box damages (see the blue bold arrows in the figure below). If the goods are transported further without involvement from Samsung Nordic it is assumed that the goods were in approved condition and the responsibility for possible damage is transferred to the latest freight payer.



Damaged products without visible damage on the original box, concealed freight damage, will not be handled as a transportation claim,

10.1 When receiving goods

When a Buying partner receives Product deliveries it is important to:

- 1** Perform an initial external visual examination of the Products and note any shortages and external packing damage on the carrier's freight note.
- 2** Count the quantity of boxes on the pallets and match with the goods details on the freight note. Please use Samsung's delivery note when checking if the information on the freight note and the quantity of boxes is consistent.
- 3** Remarks about missing goods or any broken seal must be made on the carrier's freight note together with a signature and date from the driver before the delivery is signed for.
- 4** The Buying partner shall as soon as possible after delivery perform a more thorough external visual examination of the Products (i.e. of all boxes of individual Products). Transportation claim on box damage and missing goods must be claimed to Samsung Nordic immediately and at the latest within 7 Calendar days from delivery date to be valid. Save a copy of the carrier's freight note for quicker handling.

10.2 How to make a transportation claim

To report a transportation claim on **damaged goods**, follow these steps:

- 1** Check whether the box is damaged
- 2** Check that the date is no more than 7 Calendar days from delivery
- 3** Send a claim to the address below (depending on Product) and include or attach the information in the checklist.

To report a transportation claim on **missing goods**, follow these steps:

- 1** Check whether the delivered quantity is less than on Samsung Nordic's delivery note
- 2** Send a claim to the address below (depending on Product) and include or attach the information in the checklist.

For Telecom Products and cameras send claim to senaclaims2@partner.samsung.com

For all other Products send claim to senaclaims@partner.samsung.com

-
- ☐ Samsung Nordic's delivery order number (e.g. 8xxxxxxx) or Invoice number
 - ☐ The model code and quantity of missing/ damaged units
 - ☐ IMEI number for all missing phones
 - ☐ Short description of how the remark was made to carrier at delivery
 - ☐ Attached – Copy of transporters receipt freight note and packing list
 - ☐ Attached – Pictures of damaged box or/and any Product damage
-

10.3 Defective SSD or HDD

If the Customer has a Defective **SSD** the Customer shall return it to the Dealer. The Dealer shall thereafter make a claim by e-mail to samsungmemory@hanaro.eu or phone 00800-8010-8011 (Monday- Friday 8:30-17:00).

If the Customer has a Defective **HDD** the Customer shall return it to the Dealer. The Dealer shall turn to Seagate's webpage (www.samsunghdd.seagate.com/) and follow the instructions under the Warranty-tab to make a return claim.

10.4 Defective Memory cards (mSD, SD)

If the Customer has a Defective memory card the Customer shall return it to the Dealer. The Dealer shall thereafter make a claim by e-mail to samsungmemory@hanaro.eu or phone 00800-8010-8011 (Monday-Friday 8:30-17:00). The following steps need to be followed when claiming memory cards:

1. Check that the card is claimed within the warranty period or the legal claim period (as applicable).
2. Validate that the card is Defective.
3. Take a photo of the front and back of each memory card, for verification.
4. Collect a minimum of 10 pieces, fill in the RMA Request Form (see Appendix 1) and send to Hanaro.
5. If the claim is valid, the Dealer will receive a RMA number and scrapping documents from Hanaro.

11 Concealed Freight Damage

If a Customer discovers a damaged Product in an undamaged box then a return request is to be done by contacting Samsung B2B Support provided that the following requirements are fulfilled:

- The original box, with serial number matching the actual Product, still remains.
- The box and the styrofoam is undamaged (photo evidence needs to be provided, photo of box, styrofoam and the damaged Product).
- The claim is made within 7 Calendar days from the Customer's purchase or within 7 calendar days after installation date.
- Approved time for panel/display/Tv on-time (where the product have been switched on and been used) should be below 2 hours (<120 minutes), time usage over 120 minutes will result in a rejection of claim as a "DOA - concealed damage"

If Samsung Nordic concludes that the damage is caused by the Customer or any third party, the claim will be rejected by Samsung Nordic.

12 Contact information

Customer information, model code and serial number are minimum requirements for all communication.

Samsung B2B Support

For technical support & service request

Support is open business days 08:00-17:00 (local time)

Sweden	+46 771 SAMSUNG (0771-72 67 86)	b2b.se@samsungsupport.net
Denmark	+45 70 70 19 70	b2b.dk@samsungsupport.net
Norway	+47 21 62 90 99	b2b.no@samsungsupport.net
Finland	+358 030 62 27 515	b2b.fi@samsungsupport.net

Website: www.samsung.se (dk/no/fi)

Chat, e-mail, FAQs, updates, warranty information and more

KNOX Support

For KNOX support, please submit ticket on the website below

Sweden	+46 771 B2BSAMSUNG (0771-222 726 78 64)
Denmark	+45 70 14 01 03
Norway	+47 216 29098
Finland	+358 306 227 527

Website: <https://www.samsungknox.com/en/support>

FAQs, how-to, videos, submit tickets and more

RMA

For DOA/ RMA status/ questions/ approvals

All Nordic countries	Phone: +46 776 704 000
	E-mail: xpos@samsung.com
	Website: www.xpos.eu

Spare parts

Spare parts missing or damaged (should be claimed within 7 days from purchase)

All Nordic countries	E-mail: samsungparts@multilogistik.se
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13 Product safety

Product Safety is a priority for Samsung and Consumer safety is a matter of greatest importance. If a consumer returns a Product that shows the following symptoms: fire, smoke or consumer has been injured by the Product it is important that Samsung is contacted and investigation can be conducted. Samsung will attempt to contact customer directly to investigate the case. Dealer should contact Samsung Support if any of the following keyword are encountered; fire, smoke, injury, burnt unit, explosion.

Have the following information ready:

- Name of customer
- Phone number
- Email, address, model code, serial number/IMEI (if possible)
- Short summary of the case

Dealer should primarily contact Samsung Support, see chapter 15. If Samsung Support are not available, an email should be sent to Samsung VOC team:

- Sweden: voc@samsung.se
- Denmark: voc@samsung.dk
- Finland: voc@samsung.fi
- Norway: voc@samsung.no

Appendix 1 - Samsung business service form

Use the template below to make a service request or a DOA claim by e-mail. Obligatory fields are marked

*. Send the claim to Samsung B2B support, contact information is found in [Chapter 12](#).

Contact information

Company name*:	Factory AB
Contact person's name*:	Lars Larsson
Contact person's e-mail*:	Lars.Larsson@factory.se
Contact person's phone no*:	070-123 45 67
Alternative contact person in case of callback:	Johan Johansson tel. 072 - 222 33 33
Product's address*:	Address Products location
Product's postcode/city/country*:	123 45 Stockholm Sweden

Product information

Model code*:	LS24CBUM/EN
<small>Found on sticker together with serial number</small>	
Serial number*:	B2CDH9XB300556H
<small>11 or 15 characters ending with a letter</small>	
Purchased from*:	Dealer AB
Theft tagged*:	No
Detailed fault description*:	Error 21 in display
SMART Care Pack (Extended warranty) (yes/no)*:	No
Other:	Please give me a call on 23456

General information (Can be filled in by Samsung B2B Support)

Customer number:	1234 (can be filled in by Samsung B2B Support)
Transaction number:	12345678 (can be filled in by Samsung B2B Support)
ASC:	XY Service center AB (can be filled in by Samsung B2B Support)
Type of service:	On-site/carry in/pick-up/swap (can be filled in by Samsung B2B Support)

Appendix 2 – Pixel error specification



Monitor/LFD: The criteria for pixel errors on monitors follow the European standard ISO-9241-3xx series of standards (which renders obsolete ISO 13406-2). The criteria for pixel errors are specified below. Each pixel in a LCD/LED/Plasma panel is made out by three sub pixels (Dot) with red, green and blue filter colors.

Following pixel errors must be accepted by warranty in a panel:

- 1 full bright ("stuck on white") pixel
- 1 full dark ("stuck off") pixel
- 2 single or double bright or dark sub-pixels
- 3 to 5 "stuck on" or "stuck off" sub-pixels (depending on the number of each)

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Appendix 3 – RMA Request Form for Memory Cards

		<h3>Samsung SD</h3>			
To			Date		
Hanaro Europe B.V. Florijn 8 5751 PC Deurne The Netherlands Tel No : +31 (0)493 322 330 Fax No : +31 (0)493 322 331 E-mail : Samsungmemory@hanaro.eu					
From			Customer Code		
Company Name : Name of Requester : Address : ZIP code: Place & Country: Tel No : Fax No : E-Mail Address :			Customer Ref. Nr.		
Product Details					
Type		Model	Q'ty	Remarks	
SD					
PHOTO (FRONT/BACK OF CARD.)					
Please attach photos.					
Total Q'ty					
Q'ty of Carton Box					
Shipper					
Signature					
RMA Number					

Appendix 4 – Revision history

1.0	2013-02-13	<ul style="list-style-type: none"> First stand-alone service guideline for Business customers 	1.9	2017-01-01	<ul style="list-style-type: none"> 2.1.1 Amended, update of software
1.1	2013-04-08	<ul style="list-style-type: none"> Receipt not mandatory for warranty service. Chap 5 & 8.New email addresses – Chap 10 mainly Service request through Samsung B2B Support for all service types except carry in. Chap. 5 & sect. 2.3. Appendix updated 	2.0	2018-01-01	<ul style="list-style-type: none"> Data Protection and Privacy added – Chap. 1.2 Replacement or credit – Chap. 7 updated Defective accessories sold separately – Chap. 8.1 updated Defective Samsung Toner – Chap. 8.3 removed Product Safety added – Chap. 16 added
1.2	2013-04-22	<ul style="list-style-type: none"> Basic Warranty table updated. Printer models with 3 years warranty introduced. Chap 2.3. 	2.1	2018-03-13	<ul style="list-style-type: none"> Smart care pack needs to be purchased within 30 days from unit purchase – Chap. 2.2.2 DOA period updated – valid 7 days from installation at end user – Chap. 4 Updated error in revision history - Product Safety added – Chap. 13 added
1.3	2013-04-29	<ul style="list-style-type: none"> Basic Warranty table updated. LFD surface has subgroup in LFD. Chap 2.3. 	2.2	2018-05-01	<ul style="list-style-type: none"> Concealed damage conditions updated – serial number on original box must match with the Product – Chap. 11 Conditions in Appendix 2 – Pixel error specification clarified
1.4	2013-06-14/2013-12-23	<ul style="list-style-type: none"> Pixel error specification added in Appendix 2. Change of email address Chap. 10. 	2.3	2018-05-25	<ul style="list-style-type: none"> Section 1.4 added - Data Processing Policy Email updated for VOC Finland – Chap. 16
1.5	2014-03-14	<ul style="list-style-type: none"> Change of work "FastGuard" to "Smart Care Pack". Chap. 2.2. Remove Fuser as consumables print Chap 2.3 Simplify pixel specification and separate by product group. Appendix 2. 	2.4	2019-06-01	<ul style="list-style-type: none"> Section 8.1 Defect accessories sold separately updated (applicable from 1st of May 2019) Updated telephone numbers – B2B support Norway and Sweden
1.6	2014-03-14	<ul style="list-style-type: none"> Change faulty E-mail Chap 8.2. Updated warranty table 	2.5	2019-07-01	<ul style="list-style-type: none"> Added Smart Things to Section 8.2
1.7	2015-04-10	<ul style="list-style-type: none"> Revised front page Updated scope in Chap. 1 Updated process Smart Care Pack registration Chap 2.2.2/2.2.3 Denmark excluded from Smart Care Pack On-site Notebook PC's 2.2.3 Update warranty periods in Table 1 Clarified Carry in service Chap 3.1 Updated conditions and requirements for DOA Chap.4 Update Chap.9 – Freight cost Added Chap. 10 – Transportation claim Added Chap. 11 – Concealed freight damage Added KNOX website under contact information Chap. 14 Note PC/Telecom removed from Appendix 2 	2.6	2020-02-01	<ul style="list-style-type: none"> Clarification on installation for Section 2.3 Clarification on pre-inspection for RMA in Section 7. Updated Section 11 for display run time.
1.8	2016-04-01	<ul style="list-style-type: none"> 2.2.2 Smart Care Pack registration process updated Section on Smart Care pack for NPC removed Chap 2.3 – Table of warranty periods replaced with reference to information on Samsung Nordic's website. Certain exceptions have been added 9.1 Freight Cost for Technical Returns removed and replaced with 9.2 Service of Defective Products Added provisions about defective SSD, HDD and memory cards (Chap 10.3-10.4) Added Appendix 3 	2.7	2020-10-01	<ul style="list-style-type: none"> Clarification on warranty for LED screens for Section 2.1.1. Added Afterimages policy for Section 2.1.1. Added On Site Service for Section 2.2.2. Updated Demo warranty for Section 2.3. EULA definition added for Section 2. Added link to web form for Section 8.2.