

# **Dealer guideline**

General service guidelines for Consumer products

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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 Samsung Electronics Nordic AB's (Samsung Nordic) products to Consumers. The document explains Samsung Nordic's service procedures applied when a Defect occurs in Samsung products sold by Samsung Nordic (Products).

This document is not binding in any way for Samsung Nordic and cannot be invoked against Samsung Nordic. Samsung Nordic can, at Samsung Nordic's sole discretion, change these GSG without incurring any liability. Samsung Nordic expects all Dealers to be well informed about these GSG and act accordingly. Dealers shall inform Consumers about Samsung's applicable warranties regarding the Product in question and the service conditions in an accurate and informative manner.

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

Consumers that have purchased Samsung products from a Dealer may choose to present their claims based on statutory rights under applicable mandatory consumer protection laws towards the dealer. The Consumer may present a warranty claim according to the terms and conditions in the applicable Samsung Electronics warranty card (if any) to the dealer or to Samsung. These Consumers may contact the retailer from whom the Consumer purchased the product for further guidance.

### **1.1 Conflicts or inconsistency between a contract or warranty and this document**

Any and all limitations and qualifications set forth in the relevant commercial warranty as well as any and all provisions contractually agreed between Samsung Nordic and the Dealer 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 commercial contract or warranty, the provisions of the contract/warranty shall have precedence over this document.

### **1.2 Consumers' statutory rights**

The conditions stated in this document are not intended to affect consumers' statutory rights under applicable mandatory consumer protection laws. It is the Dealer (not Samsung Nordic) from whom the Consumer purchased the Product that has the formal responsibility in relation to the Consumer for statutory claims. However, for Products originating from Samsung Nordic, Samsung Nordic has agreed verbally or in writing with most retailers in the Nordic countries to take "back-to-back" responsibility for Statutory claims. This means that Samsung Nordic pays the repair of such Products if certain conditions are fulfilled (see [section 3.2](#)).

### 1.3 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 6.1](#) (point 6); [section 9.2](#) (point 6); [section 10.1](#) (point 3); [section 10.2](#) (point 3); [section 12.2](#); section 16. 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 6.1](#) (point 6); [section 9.2](#) (point 6); [section 10.1](#) (point 3); [section 10.2](#) (point 3); [section 12.2](#); section 16, 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;
- 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.

## 1.4 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.

### 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/>

### 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/>.

### 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 tietosuojakäytännöistä, 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 viðskiptavini, eða um réttindi þín og hvernig þú getur nýtt þau, þá vinsamlega kynntu þér persónuverndarstefnu Samsung fyrir þjónustu við viðskiptavini <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 forespørgsel 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

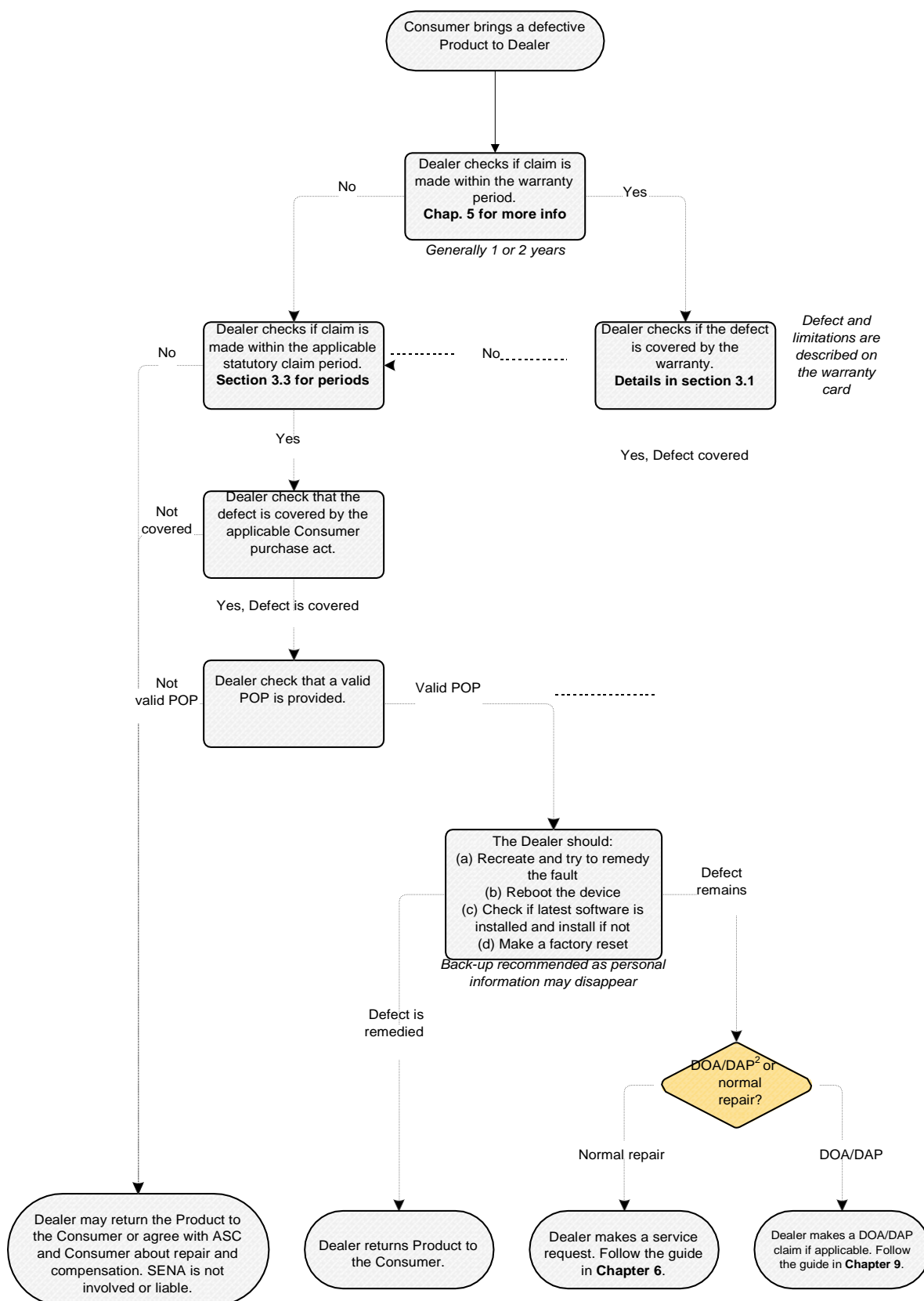
Samsung Electronics Nordic AB (Torshamnsgatan 48, PO Box 1235, 164 40 Kista, Sweden, "Samsung") kommer behandla dina personuppgifter vilka samlas in i samband med kundserviceförfrågan för att hjälpa till med ditt ärende. För att läsa mer om Samsungs personuppgiftsbehandling vid kundservice, om dina rättigheter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

## 1.5 Definitions

<b>ASC</b>	Samsung Nordic <b>A</b> uthorized <b>S</b> ervice <b>C</b> enter.
<b>Buying partner</b>	The entity buying the Products in question directly from Samsung Nordic.
<b>Calendar days</b>	All days including weekends and holidays.
<b>Consumer</b>	End customer which is a consumer.
<b>DAP</b>	<b>Dead After Purchase</b> , see <a href="#">Chapter 9</a> for more information
<b>Dealer</b>	The Buying partners, distributors, resellers, retailers and dealers buying or selling Products (as applicable).
<b>Defect or Defective</b>	A Product shall be considered to have a “ <b>Defect</b> ” or be “ <b>Defective</b> ” if it is defective according to applicable consumer purchase act, the terms and conditions of the relevant commercial warranty and/or in any contractually agreed warranty terms and conditions. More details can be found below in <a href="#">Chapter 3</a> .
<b>DOA</b>	<b>Dead On Arrival</b> , see <a href="#">Chapter 9</a> for more information.
<b>EULA</b>	<b>End User License Agreement</b> , accepted by Customer when activating a Mobile Phone.
<b>GSG</b>	<b>General Service Guidelines</b> .
<b>Nordic countries</b>	Sweden, Norway, Denmark, Finland and Iceland
<b>Low cost Products</b>	Has the meaning ascribed to it in <a href="#">section 8.3</a> .
<b>POP</b>	Proof of purchase (e.g. receipt or invoice).
<b>Product</b>	Samsung product supplied by Samsung Nordic directly or via one or more resellers.
<b>RMA</b>	RMA Return Material Authorization (confirmation that a Defect unit has been approved for return to Samsung Nordic for inspection as further described in section 8).
<b>Samsung Electronics</b>	Samsung Electronics Co., Ltd.
<b>Samsung Nordic</b>	Samsung Electronics Nordic AB.
<b>Statutory claim</b>	A Consumer claim ( <i>SE. reklamation</i> ) under the applicable consumer purchase act.
<b>Working days</b>	Weekdays, excluding Saturdays, Sundays and public holidays in any of the relevant Nordic countries.
<b>XPOS</b>	Samsung Nordic's return material authorization system. This is where returns should be registered. The system can be accessed via the following link <a href="http://www.xpos.eu">www.xpos.eu</a> .

## 2. Quick guide for handling Defective Products

Click on a step to be redirected to the related chapter.



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<sup>1</sup> Claim according to the applicable statutory consumer purchase act.

<sup>2</sup> DOA/DAP, see [Chapter 9](#) for more information.

### 3. What is a valid claim?

This Chapter describes the Consumers' right to claim that a Product is Defective according to the applicable consumer purchase act in the Nordic countries, or applicable warranties.

#### 3.1 Valid warranty claims

Samsung Nordic considers a warranty claim to be valid if:

- The claim is made within the applicable warranty period.
- Repair is conducted by ASC.
- POP is required if the Consumer wants to claim longer warranty period than according to Samsung Nordic's GSPN system (the system indicates the production date +3 months as the warranty start date). For Mobile Phones Dealer may also use EULA activation date as the validation date, instead of POP.
- The Product is Defective, as defined in the applicable warranty (see warranty card). In many cases a Defect refers to a defect in material or workmanship under normal use and service that existed when the Product was bought by the Consumer. The limitations set out in the terms and conditions of the relevant commercial warranty, and/or in any contractually agreed warranty terms and conditions, always apply in case a warranty claim is invoked by the Consumer. Such limitations may e.g. concern:
  - a. Physical damage, moisture damage or tampering
  - b. Products installed incorrectly or used in an environment not intended for
  - c. Products that do not have serial numbers
  - d. Inoperability or incompatibility with third party hardware or software
  - e. Professional use of Products intended for consumer use
  - f. Defects caused by software not supplied with the Product
  - g. Consumables

#### 3.2 Valid Statutory claims

Samsung Nordic considers a Statutory claim to be valid if:

- The Customer makes a claim under the local consumer purchase act.
- The claim is made within the applicable statutory claim period (see [section 3.3](#) below).
- The Product is Defective (as defined by the local consumer purchase act).
- POP or EULA activation date is provided.
- Repair is conducted by an ASC.

#### 3.3 Statutory claim periods

Under mandatory consumer protection laws in the Nordic countries, Consumers basically have the right to expect that products that they buy are free from defects. So if a product is Defect, the Consumer has the right – within the legal claim period – to require remedy of the Defect by the reseller which sold the product to him/her. During the first six months after the date of the Consumer's purchase, it is the reseller's burden to prove that the defect is not an original defect. After six months, that burden of proof is shifted to the Consumer. The Consumers' legal claim period for each Nordic country is currently the following.

<b>Sweden:</b> 3 years	<b>Iceland:</b> 5 years (sometimes 2 years)
<b>Norway:</b> 5 years (sometimes 2 years)	<b>Finland:</b> Reasonable time (Based on the expected lifetime)
<b>Denmark:</b> 2 years	

The reseller's independent mandatory responsibility for defects towards Consumers cannot be replaced by commercial warranties that may be provided by a manufacturer or its sales companies.



## 4. Warranty types

This Chapter describes the different warranties offered by Samsung Nordic and Samsung Electronics.

### 4.1 EU Bloc Warranties

EU Bloc Warranties are limited warranties offered by Samsung Electronics for the benefit of Consumers in the EU/EAA area. The EU Bloc Warranties usually gives the Consumer the option to turn directly to the local Samsung Company or ASC (within EU/EAA) instead of contacting the foreign retailer and sending the Product back to the country of purchase. The terms and conditions for the EU Bloc Warranties are set forth on the warranty card accompanying the product.

### 4.2 International warranties

International manufacturer's warranties are limited warranties offered by Samsung Electronics for the benefit of Consumers. These warranties normally apply for Consumers that have bought products in certain other countries than the country in which they live (such as during a vacation). These warranties give the Consumer the option to turn directly to the local Samsung company or ASC instead of contacting the foreign retailer and sending the Product back to the country of purchase. The terms and conditions for such warranties are set forth on the warranty card accompanying the product.

### 4.3 Samsung Nordic's basic warranty

Samsung Nordic's basic Consumer Products warranty is a Samsung Nordic commercial warranty *for the benefit of Buying partners*, applicable to Products resold to Consumers, which can be contractually agreed separately between Samsung Nordic and Buying partners. This means that Samsung Nordic warrants to the Buying partner that the Product in question will be free from Defects during the applicable warranty period ([Chapter 4](#)).

### 4.4 Samsung Nordic's pixel warranty

For Products originating from Samsung Nordic, Samsung Nordic offers a local additional pixel warranty applicable for Products within the categories below. The pixel warranty is valid during the entire warranty period of the Product. The terms and conditions of the pixel warranty are not contractually agreed and do not follow from any warranty card.

**1** Monitors: LCD, LED and Plasma

**2** All TVs

To claim the pixel warranty first check that the pixel error is valid, criteria's can be found below. If valid, the Dealer should go through the steps in [Chapter 6](#) to make a service request. After approval by Samsung Nordic and/or an ASC of a valid pixel error, the Product will be repaired, replaced or credited.

#### 4.4.1 Pixel error criteria for LCD/LED/plasma monitors

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.

Any or all of the following pixel errors must be accepted in a panel (i.e. these pixel errors are not covered by Samsung Nordic's pixel warranty):

- 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)

#### 4.4.2 Zero white pixel warranty - For all TVs

Samsung Nordic's Zero white pixel warranty covers pixels that are constantly white. The warranty does not cover e.g. constantly red, blue or green pixels.

## 5. Warranty periods and service types

In this Chapter the warranty periods and service types are explained.

### 5.1 Samsung Nordic's commercial warranties periods

To be covered by commercial warranties the Consumer must file a warranty claim to the Dealer or to Samsung Nordic within the applicable warranty period. If the Consumer claims a longer warranty period than 3 months from production date then the Consumer needs to provide a POP.

The warranty period formally starts:

- on the date a Product is sold by a Dealer and delivered to the Consumer, or
- on the date a Product was installed.

Warranty periods and service types for each product category can be found at the following links:

SE:

[www.samsung.com/se/support/warranty/warrantyInformation.do?page=POLICY.WARRANTY](http://www.samsung.com/se/support/warranty/warrantyInformation.do?page=POLICY.WARRANTY)

Y

NO:

[www.samsung.com/no/support/warranty/warrantyInformation.do?page=POLICY.WARRANTY](http://www.samsung.com/no/support/warranty/warrantyInformation.do?page=POLICY.WARRANTY)

Y

DK:

[www.samsung.com/dk/support/warranty/warrantyInformation.do?page=POLICY.WARRANTY](http://www.samsung.com/dk/support/warranty/warrantyInformation.do?page=POLICY.WARRANTY)

Y

FI:

[www.samsung.com/fi/support/warranty/warrantyInformation.do?page=POLICY.WARRANTY](http://www.samsung.com/fi/support/warranty/warrantyInformation.do?page=POLICY.WARRANTY)

#### Exceptions from general commercial warranty periods

- If the Dealer:
  - takes back a sold Product from the Consumer and thereafter sells the Product to another consumer, or
  - sells the Product to the Consumer (for the first time) not within a reasonable time after the Product was shipped to the Dealer,

each situation defined as "Late sell-out", Samsung Nordic will not cover the cost for the warranty service, credit or product replacement. "Reasonable time" will be decided by Samsung from time to time subject to the case, but usually is considered to be a period of six (6) months after the Product was shipped to the Dealer.

Accordingly, the Dealer in case of Late sell-out shall assume responsibility for the costs incurred by Samsung or the ASC for warranty service following a valid claim from a Consumer. For the avoidance of doubt, in case of Late sell-out by a Dealer, the warranty is still applicable towards the Consumer and the ASC service is still available but the Dealer must cover the cost, if Samsung deems Late sell-out has not been performed within reasonable time.

*For example:*

*If the Dealer sells a Product to a Consumer twelve (12) months after the Product was shipped to the Dealer this is considered a Late sell-out as more than the acceptable six (6) months have lapsed.*

*If the Consumer claims warranty service for a Late sell-out Product twenty (20) months from receiving the Product, this means that at least twenty-six (26) months has passed of Samsung's product warranty and the warranty lapsed.*

The Consumer in the above example is claiming warranty services twenty-six (26) months after the *reasonable time* lapsed. As Samsung's product warranty is usually twenty-four (24) months, in the example, the warranty period has lapsed by two (2) months due to the Dealer's Late sell-out. The Dealer shall, when Samsung's product warranty has lapsed due to the Dealer's Late sell-out, cover the costs Samsung or ASC had for offering the Consumer warranty service for Late sell-out Product.

- Nordic Warranty for all Demo/Sample Products are limited to six (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 needs to provide a POP that clearly states that the product purchased was sold as a Demo/Sample Product. Once the six (6) months warranty period has expired Samsung Nordic will not cover any cost for a warranty service, credit or product replacement for Demo/Sample Products.
- 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 "Afterimage"), 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 Consumer's Mobile Phone and/or Tablet with Afterimages can be accepted for warranty 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 warranty 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 to the Consumer which shall be paid by Consumer. Cases related to trade in/upgrade programs shall not be valid for repair under any warranty.

## 5.2 Warranty in case of installation

If Samsung, or someone on behalf of Samsung, has installed a Product purchased by a Consumer, the warranty period starts on:

- the date of the installation or
- on the date stated on the installation certificate provided by Samsung from time to time.

The Dealer shall fill in the enclosed installation certificate (see Appendix 1) and is responsible for the Consumer receiving the filled in certificate.

## 5.3 Service types

Samsung Nordic offers five different service types (defined below), 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 and Remote support), the Defect is reported within either the legal claim period as specified in the applicable consumer purchase act or the applicable warranty period, and the defect is valid. What service types and warranty periods that apply for each product category can be found at [www.samsung.se](http://www.samsung.se) (dk/no/fi). The legal claim periods in the Nordic countries are stated in [section 3.3](#) above.

### 5.2.1 Call in service

Service is given, free of charge, by Samsung Support, either through phone, or chat. Contact information can be found online [here](#) or in [Chapter 14](#).

## 5.2.2 Carry in service

Carry in service means that the Dealer or the Consumer brings the Product to an ASC for repair. After repair the Product will be picked up by the Dealer or Consumer at the ASC. The repair is free of charge.

## 5.2.3 On-site service

On-site service means that the Product will be repaired by an ASC technician at the location where the Product is installed. On-site service is not available everywhere in the Nordic countries and does not apply for all Products (see [www.samsung.se](http://www.samsung.se) (dk/no/fi)). Always consult Samsung Support in matters regarding this service. In order to qualify for on-site service, the Consumer must cooperate during the inspection on-site and the Product **must be**:

- 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, measured from the floor to the center of the Product.
- Removed from external frames, other built-in constructions and similar.

On-site service is provided free of charge provided that the Consumer has fulfilled above criteria. If for some reason a repair on-site is not possible the ASC will apply the pick-up service procedure described below.

## 5.2.4 Pick-up service

Pick-up service means that an ASC will physically pick-up the Product at the location where the Product is installed or send out prepaid freight documents which the Dealer or Consumer can use to send the Product to service. After repair the Product will be returned to the sender. The service is free of charge. It is the Dealer's or the Consumer's responsibility to provide the correct packaging together with the Product.

## 5.2.5 Remote support

Samsung Nordic's Remote support offers the Dealer/Consumer a one-on-one support with a Samsung technician. The technician can remotely help the Dealer/Consumer to:

- Diagnose problems with TV or Smartphone
- Customize the settings e.g. picture, sound, etc.
- Backup & restore customized settings
- Reset the Product to the factory default settings
- Install the latest firmware

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## 6. How to validate and make a service request

If a Consumer **returns a defective Product** to the Dealer, the Dealer should first validate the defect and then (if valid) send/carry in the Product to an ASC, see [section 6.1](#). If the Consumer **has a defective product with on-site service** Samsung Nordic recommends that the Consumer calls Samsung Support to make a service request, see [section 6.2](#).

### 6.1 Service request for products located at the Dealer

- 1 Check that the claim is made within the applicable warranty period ([section 5.1](#)). Check that the Consumer provides a valid POP if the Consumer wants to claim longer warranty period than according to Samsung Nordic's GSPN system.
- 2 Check if the defect is covered by the terms and conditions of the warranty card<sup>3</sup> (if the warranty follows from a warranty card). If the defect is valid skip to step 4.
- 3 If the warranty period has expired or the defect is not covered by the terms and conditions of the warranty (card), it is assumed that the Consumer makes a Statutory claim under the local consumer purchase act.
  - a. Check that the claim is made within the applicable statutory claim period (see [section 3.3](#)).
  - b. Check that the Consumer provides a valid POP.
  - c. Check if the defect is covered by the local consumer purchase act.
- 4 Regardless of if the claim is a warranty claim or a Statutory claim the Dealer should try to recreate and remedy the fault<sup>4</sup>. If it is a software fault follow the steps below:
  - a. Reboot the device.
  - b. Check that the latest software is installed on the Product and update if possible<sup>5</sup> (back-up recommended as personal information may disappear).
  - c. If fault remains make a factory reset (back-up recommended as personal information may disappear).
- 5 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 Dealer/Consumer and the Dealer will be charged for the handling cost.
- 6 If the Product is valid for service the Dealer should send/carry in the Product to an ASC with the information specified in the checklist below. If the Product has On-site service make a service request as specified in [Section 6.2](#).

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<input type="checkbox"/> Description of the fault	<input type="checkbox"/> The Consumer's contact information (notify Consumer)
<input type="checkbox"/> The model code of the Product	<input type="checkbox"/> (POP if the Consumer wants to start the warranty period later than 3 months after production date.)
<input type="checkbox"/> The <b>Product's</b> serial number (not the serial no. on the box)	
<input type="checkbox"/> Dealer's name and contact details	

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Samsung determines at its own discretion whether a Defective Product shall be repaired, replaced or credited if not specifically set forth in the relevant commercial warranty.

### 6.2 Service request for Products with on-site service located at the Consumer

The Dealer/Consumer should primarily contact Samsung Support via, phone or chat to make a service request for Products with on-site service. Samsung Support will then try to remedy the Defect remotely, set up an appointment with an ASC or guide the Dealer/Consumer to bring/send the Product to an ASC (depending on the current process applicable for the Product).

<sup>3</sup> The warranty card contains a wording which limits the scope of the warranty, examples can be found in [section 3.1](#).

<sup>4</sup> Transport damages are handled by Samsung Nordic's Logistic Department, more info in [Chapter 12](#).

<sup>5</sup> Android updates are found at [www.samsung.se/androidupdates](http://www.samsung.se/androidupdates) (dk/no/fin).

### 6.3 Other service options

If the warranty period or the legal claim period has expired (as applicable) or the defect is not valid, the Consumer/Dealer can choose to pay for service, and if so the Dealer may guide the Consumer to an ASC (In Norway a service request should be made for all defective Products with on-site service). If the Consumer/Dealer does not want to pay for service or if the Product shows no Defect the Product should be returned to the Consumer.

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## 7. Repair time

Samsung Nordic **aims** at a repair time less than 14 Calendar days counted from the date the ASC received the Product until the date the Product is declared ready to be shipped back to the Dealer. If the repair time exceeds 14 Calendar days and the ASC has not repaired the Defect, the Dealer or Consumer can contact the ASC or Samsung Nordic with a written notice. The ASC then has 1 Working day, from receiving the written notice, to repair the Defect. If the Defect still remains after this period, **Samsung Nordic may at its own sole discretion decide to:**

- 1 Provide the Consumer with a loan Product until the Product is repaired.
- 2 Compensate the Consumer separately.
- 3 Replace or credit the Product through an ASC (if the Product shall be credited by Samsung Nordic, the Dealer will be informed and will decide if the Consumer shall be given a replacement Product or be credited).

## 8. Technical return - Replacement or credit

In this Chapter, Samsung Nordic's guidelines for crediting and replacing Defective Products being defined as "technical return" are specified. The situations when a Defective Product shall be considered as a technical return, and therefore be replaced or credited instead of repaired are:

- When a Product repaired twice, as the result of the same Defect, is Defective again as of the same Defect, see [section 8.1](#).
- When the same Product has been repaired more than three times for different Defects, see [section 8.2](#).
- When the Product is considered a Low cost Product, see [section 8.3](#).
- When repair is not possible, see [section 8.4](#).
- When a Product is Dead after Purchase (DAP), see [Chapter 9](#).
- When a Product is Dead on Arrival (DOA), see [Chapter 9](#).

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 Product. Samsung Nordic primarily aims at replacing the concerned Product and secondly crediting.

Replacement: A Defective Product will be replaced, free of charge, with a new (or functionally equivalent to new, if allowed by applicable law) Product of the exact same model (or if the same model is not available with an equivalent model at Samsung Nordic's discretion).

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 and DOA/DAP on AV products which may be requested by Dealer in XPOS.
- The RMA number shall always be attached to the Product when the Product is returned to Samsung's inspection partner.
- 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/DAP the Product needs to be returned complete with all accessories in its original packaging.
- DOA/DAP (concealed damage) - see section 13. **Concealed freight damage** for more information regarding DOA/DAP handling. 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.

### 8.1 Defect repaired twice has occurred again

If a Product, within the warranty period or the legal claim period (as applicable), has been repaired twice as a result of the same Defect and the Defect occurs again within the warranty period or the legal claim period, the Dealer can after verification from an ASC and approval from Samsung Nordic, replace or credit the Defective Product.



## 8.2 Product repaired more than three times for different Defects

If a Product, within the warranty period or the legal claim period (as applicable), has been repaired three times or more for different Defects and a Defect occurs again within the warranty period or the legal claim period, the Dealer can after verification from an ASC and approval from Samsung Nordic, replace or credit the Defective Product.

## 8.3 Low cost Products

A Product is considered to be a Low cost Product if the total Consumer price including all applicable taxes, fees and charges is no more than:

<b>Sweden:</b> SEK 1.000	<b>Finland:</b> EUR 100
<b>Norway:</b> NOK 1.000	<b>Iceland:</b> ISK 18.000
<b>Denmark:</b> DKK 1.000	

**Exceptions:** Mobile phones and Smart Things are not covered in the low cost classification and white goods have a limit of 1.500 SEK/NOK/DKK, 150 EUR and 28.000 ISK.

Samsung Nordic will, after validation of the claim (see [Chapter 3](#)), credit the Buying partner for a Defective Low cost Product. The return of Low cost Products shall be requested and operated in [XPOS](#) or sent/brought to an ASC.

## 8.4 Repair is Not Possible

If a Defect within the warranty period or the legal claim period, in the opinion of Samsung Nordic, cannot be repaired, the Defective Product will be replaced or credited by Samsung Nordic.

## 9. Dead on Arrival / Dead after Purchase (DOA/DAP)

The DOA/DAP warranty is a local Samsung Nordic warranty applicable for Samsung products sold by Samsung Nordic to Dealer.

### 9.1 DOA definition

DOA refers to a Product with a Defect that is discovered by the Dealer within the **DOA period of 30 Calendar days**, counted from the date that the Product was delivered to the Dealer. The Dealer must report the DOA to an ASC or register the DOA in XPOS within the DOA period. The Product must be complete with all accessories and in the original packaging to be a valid DOA. The Dealer also needs to show the delivery order for confirming DOA within 30 calendar days from date of delivery to Dealer.

In Table 2 below all Products covered by DOA are listed. If one of these Products is a DOA it can be replaced or credited at Samsung Nordic's expense. Table 2 also state which party should make the request in XPOS, ASC is always recommended.

### 9.2 DAP definition

DAP refers to a Product with a Defect that is discovered by the Consumer within the DAP period of 7 Calendar days, counted from the date that the Product was sold to the Consumer. The Product must be returned to the Dealer undamaged within the DAP period, complete with all accessories and in the original packaging to be a valid DAP. The Dealer must, after receiving the Product, report the DAP to an ASC or register the DAP in XPOS within the DAP period.

In Table 2 (page 19) below all Products covered by DOA/DAP are listed. If one of these Products is a DOA/DAP it can be replaced or credited by the Dealer at Samsung Nordic's expense. Table 2 also state which party should make the request in XPOS, ASC is always recommended.

Note - Transportation damage! Products that are damaged during transportation and have visible damage on the box are not considered DAP. See Chapter 12 for handling. Neither is commercial returns considered DAP. Transportation damage shall be reported by Dealer to the transportation company.

#### 9.2.1 DAP for Products with on-site service

For Products with on-site service (e.g. TV's  $\geq 41"$ ) Samsung Nordic highly recommends to conduct one repair attempt before the Dealer requests a credit or replacement in order to reduce the inconvenience of transporting a large Product. For white goods Products with on-site service Samsung Nordic reserves the right to conduct one repair attempt and ASC needs to handle all of the validations and requests registrations in XPOS.

The Dealer should apply the service request routine in section 6.2 for these Products if the Consumer has not already returned the Product to the Dealer. In that case the DAP routine in section 9.3 should be applied.

**Table 2 - DOA/DAP Products**

<b>Products covered</b>	<b>Service type</b>	<b>XPOS request done by</b>
<b>AV Products</b>		
LCD, Plasma and LED TV's	On-site if TV ≥41" Carry in if TV <41"	ASC or Dealer
Digital Still Cameras	Carry in	ASC or Dealer
<b>White goods Products</b>		
Refrigerators, Freezers, Washing machines, Dishwashers, Hobs and similar large Products	On-site	ASC
Jetbot (robot vacuum cleaner) Jet (Stick vacuum cleaner)	Carry in	ASC ASC or Dealer
Free standing micros, Vacuum cleaners and similar small Products	Carry in	ASC or Dealer
<b>IT &amp; Mobile</b>		
Hand Held Phones; Connected Cameras; Tablets,	Carry in	ASC
Smart Things	Carry in	ASC or Call Center* 1
Wearables	Carry in	ASC
Notebook PC	Carry in	ASC
Monitors	On-site if >32" Carry in if ≤32"	ASC ASC or Dealer

Other Products may be covered by DOA provisions if it is written in the relevant commercial warranty and/or in any contractually agreed warranty terms and conditions.

\*1 Initial troubleshooting with Call Center Required before RMA.

### 9.3 DOA/DAP validation and request

If a Dealer/Consumer makes a DOA/DAP claim for a Telecom Product, it has to be validated and requested in XPOS by an ASC. However, Samsung Nordic recommends Dealers to send/bring all their DOA/DAP Products to an ASC for validation and request in XPOS (except Low cost Products, [section 8.3](#) for definition). Regardless if the Dealer or ASC make the DOA/DAP request, the Dealer should always validate the DOA/DAP.

#### How to validate and make a DOA/DAP request:

- 1 For DAP, check that the Product was returned, by the Consumer to the Dealer, within the DAP period, 7 Calendar days. For DOA check that defect was discovered within 30 days from when the Product was delivered to Dealer.
- 2 DAP for Heavy White Goods, needs to be reported to Samsung support in order to book an on-site service check to be performed by technician. (see Table 2 White goods)
- 3 Check that the Product was returned undamaged (free from physical damage), complete with all accessories and in the original packaging.
- 4 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 Dealer/Consumer and the Dealer will be charged for the handling cost.
- 5 Check that the defect is valid, see [Chapter 3](#). If it is a hardware defect<sup>6</sup>, try to validate and recreate the fault. If it is a software fault follow the steps below:
  - a. Reboot the device.
  - b. Check that the latest software is installed on the Product and update if possible (back-up recommended as personal information may disappear).
  - c. If fault remains make a factory reset (back-up recommended as personal information may disappear).
- 6 **For Telecom Products other Products decided to be sent to an ASC:** Send the Product to an ASC for validation and include the information specified in the

checklist below.

**For Low cost Products and other Products decided to be requested directly in XPOS by the Dealer:** Make a DOA/DAP request in XPOS within the DOA/DAP period. The Dealer needs to have the Product at site. Please note that the Dealer should not send the Product to an ASC after a DOA/DAP request has been made in XPOS. This may cause problems in ASC's systems.

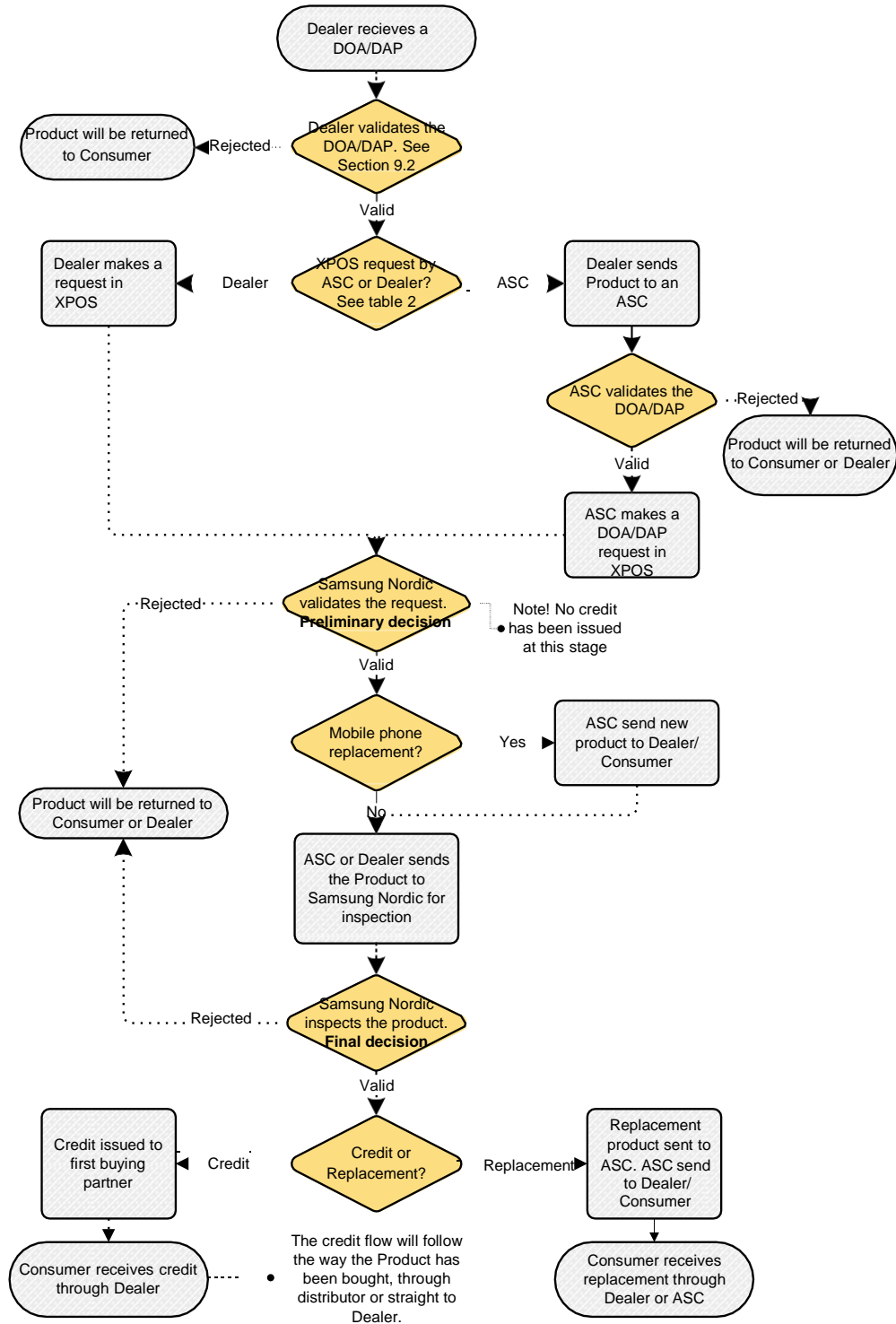
**For Smart Things Products decided to be requested directly in XPOS by the Dealer:** Before the dealer is allowed to make a RMA request in XPOS the Call Center need to troubleshoot faulty unit with customer remotely to establish error. If Call Center confirms faulty unit Call Center will create a form for customer to bring to dealer which need to be included in a XPOS request.

- 
- Description of the fault
  - The model code of the Product
  - The **Product's** serial number (not the serial no. on the box)
  - A POP in case of DOA/DAP, Concealed Damage and low cost.
  - The Consumer's contact information (notifyConsumer)
  - For all Products sent to and ASC a "proof of claim" with information about the claim date need to be attached
- 

<sup>6</sup>Transport damages are handled by Samsung Nordic's Logistic Department, more info in [Chapter 12](#).

9.4 DOA/DAP approval path

At [XPOS website](#) the Dealer/Consumer can follow the DOA/DAP progress.



**Preliminary decision:** If Samsung Nordic decides to give a preliminary approval the Product shall be returned by the Dealer/ASC to Samsung Nordic. The RMA number shall always be attached to the Product when the Product is returned. The Product must be undamaged, complete with all accessories in its original packaging and returned within 7 Calendar days from the date of the preliminary approval. Samsung Nordic will then examine the Product and give a final decision.

**Final decision:** If Samsung Nordic **rejects** a DOA/DAP request the Product in question will be returned to the Dealer or ASC without any further actions. If the DOA/DAP request gets **approved** Samsung Nordic will take care of the Product and replace the Product to Consumer/Dealer or credit the Product to the Buying partner (Information about replacement/credit in [Chapter 8](#)).

## 10 Defective or missing accessories, Memory cards, SSD & HDD

In this Chapter are the procedures for when a Dealer/Consumer are missing an accessory or got a Defective accessory, [SSD or HDD](#), [Memory card](#) specified. The handling differs for [accessories sold separately](#) and [in-box \(in original packaging\) accessories](#).

### 10.1 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            |   |
-

## 10.2 Missing or Defective in-box accessories or Smart Things accessories

If Dealer/Consumer is missing an accessory in the original packaging (e.g. a remote control or a refrigerator shelf), [access link](#) or e-mail [ncp.nordic@samsung.com](mailto:ncp.nordic@samsung.com) within 7 days from the Consumer's date of purchase, delivery or installation date (*with proof from certified installer*), make sure to include or attach the information listed in the checklist below.

If Dealer/Consumer received a **Defective** accessory in the original packaging, follow these steps:

- 1 Check that accessory is claimed within the products warranty period or the legal claim period (as applicable).
- 2 Validate the Defect.
- 3 Access link mentioned above or e-mail [ncp.nordic@samsung.com](mailto:ncp.nordic@samsung.com) and attach the information in the checklist below.

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

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

## 10.3 Defective SSD or HDD

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

If the Consumer has a Defective **HDD** the Consumer should return it to the Dealer. The Dealer should turn to Seagate's webpage ([www.samsunghdd.seagate.com/](http://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 Consumer has a Defective Memory card the Consumer should return it to the Dealer. The Dealer should thereafter make a claim by e-mail to [Samsungmemory@hanaro.eu](mailto:Samsungmemory@hanaro.eu) or phone 00800-8010-8011 (Monday - Friday 8:30-17:00). The following steps needs 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 2) and send to Hanaro.
5. If the claim is valid, the Dealer will receive a RMA number and scraping documents from Hanaro.

## 11 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.

### 11.1 Technical Returns

Technical returns (e.g. Low cost Products, DOA, DAP) 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.

### 11.2 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.

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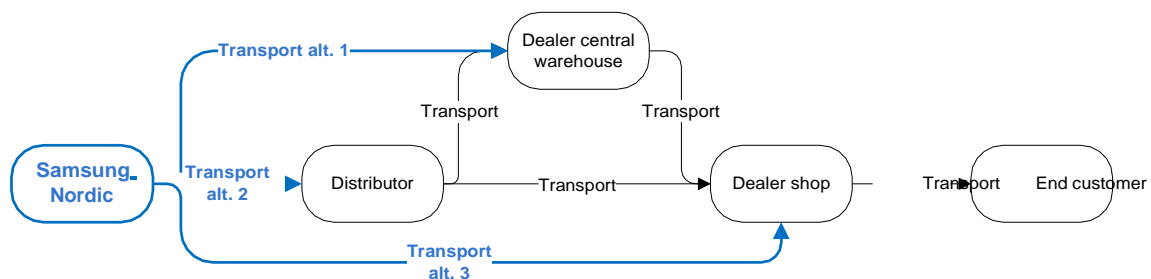


## 12 Transportation claim – Box damage and missing goods at delivery

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 12.2](#)), the Dealer must go through the steps in [section 12.1](#).

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, see section 12.2.

### 12.1 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.

## 12.2 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 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](mailto:senaclaims2@partner.samsung.com) For all other Products send claim to [senaclaims@partner.samsung.com](mailto: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

## 13 Concealed freight damage

### AV / IT / Freestanding microwaves:

If a Consumer presents a damaged Product in an undamaged box to the Dealer, a return request can be registered in XPOS by the Dealer 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 to Samsung within 7 Calendar days from Consumer's purchase or delivery (Proof of purchase or proof of delivery is required).\*
- 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"

### White goods:

If a customer discovers a damaged product, the customer should contact shall be made with Samsung Support who in turn will create a service request for workshop. The workshop then inspects the unit to ensure it is a valid Concealed Damage claim and attempts to repair the damage. If this is not possible, the workshop will register the unit in XPOS for technical return, provided that the following requirements are fulfilled:

- The original packaging material with serial number is present for inspection.
    - Incl. Styrofoam and or plastic wrapping with serial number attached
  - The packaging material is undamaged.
  - A visual inspection should be done as soon as product is received
  - The claim is made to Samsung within 7 days from the Consumers purchase or delivery of the product (proof of purchase or proof of delivery is required)
- If product has been installed after the 7 days, a signed documentation of installation made by authorized technician specifying which company technician is employed by, is required.

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

## 14 XPOS guide

XPOS is Samsung Nordic's return material authorization system. This is where returns of Low cost Products in [Table 2](#) can be registered by Dealers. The system can be accessed via the following link [www.xpos.eu](http://www.xpos.eu). At the website Dealers can create an account, find "how to" guides, see status of DOA and RMA orders.

**Create an account:** If Dealer does not have an account already, it can be created at [www.xpos.eu/users/register](http://www.xpos.eu/users/register).

**Make a claim:** To make a RMA/Return claim the Dealer should login to their account, click "create a new claim/order" and then fill in the form and follow the instructions.

**Check status of a claim:** The status of a claim can be found at [samsung.xpos.eu/consumer/track\\_claim](http://samsung.xpos.eu/consumer/track_claim). The Products XPOS reference number or Serial/IMEI number are required to see status.

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## 15 Contact information

Dealer Information, Model code, Serial number and Proof of purchase are minimum requirements for all communication.

**Samsung Support** For technical support & service request for In home & Pickup service

Open Monday to Friday 7:00-21:00 and Weekends 8:00-17:00

Sweden +46 771-400 300  
Denmark +45 70 70 19 70  
Norway +47 21 62 90 99  
Finland +35 30 622 75 15

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

Chat, E-mail, FAQs, Updates, Warranty information and more

**Samsung Support** For questions regarding campaigns

Open Monday to Friday 7:00-21:00 and Weekends 8:00-17:00

Sweden +46 771-40 30 20  
Denmark +45 701 401 21  
Norway +47 215 5 28 07  
Finland +35 30 622 75 12

Website: [www.samsung.com/se/support/offer](http://www.samsung.com/se/support/offer) (dk/fi/no)

**XPOS/RMA** For status/ questions/ approvals regarding Xpos/ DOA/ RMA

All Nordic countries Phone (9:00-11:00 & 13:00-15:00): +46 776 704 000

E-mail: [xpos@samsung.com](mailto:xpos@samsung.com)

Website: [www.xpos.eu](http://www.xpos.eu)

**Logistics** For return of DOA/ RMA Products

All Nordic countries Phone: +468 555 058 33

E-mail: [senatechrtn@partner.samsung.com](mailto:senatechrtn@partner.samsung.com)

**Transport** For goods with box damage (From Samsung Nordic to Buying partner)

All Nordic countries E-mail: [senacclaims@partner.samsung.com](mailto:senacclaims@partner.samsung.com)

**In-box accessories** Missing or damaged in-box accessories and spare parts

All Nordic countries: E-mail: [ncp.nordic@samsung.com](mailto:ncp.nordic@samsung.com)

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## 16 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](mailto:voc@samsung.se)
- Denmark: [voc@samsung.dk](mailto:voc@samsung.dk)
- Finland: [voc@samsung.fi](mailto:voc@samsung.fi)
- Norway: [voc@samsung.no](mailto:voc@samsung.no)

## Samsung Warranty Certificate

This document confirms warranty on supplied Samsung products in the below residence. The document then applies as proof instead of a purchase document.

### Installed Product

<b>Property Name:</b>	
<b>Model Name:</b>	
<b>S/N:</b>	
<b>Installer:</b>	
<b>Installation Date:</b>	

### Who to contact in case of service request?

Call **Samsung Support** on **0771-400 300** or Online [www.samsung.com/se/support/contact/](http://www.samsung.com/se/support/contact/)

It is encouraged to be near the product when contacting Samsung support. Inform about this document and have model code and serial number easily accessible.

Contact the contractor for questions regarding installation and placement of the product.

### Warranty Terms


Samsung provides a warranty for the model with serial number as stated above (under “S/N” column) for two years from the Installation Date as stated above (under “Installation Date” column).

The warranty is not applicable in cases other than defects in material, design and workmanship.

The Warranty does not cover the following:

- Exposure to moisture, dampness or extreme thermal or environmental conditions or rapid changes in these conditions.
- Spillage of food or liquid.
- Abuse or misuse, including but not solely limited to the failure to use this product for its normal purposes or in accordance with Samsung's instructions for usage and maintenance.
- Failure of the product arising from incorrect installation or use not consistent with technical or safety standards in current force, or failure to comply with product manual instructions.
- The model and serial No. on the product has been altered, deleted, removed or made illegible.

Samsung’s obligations are to the repair of the defective part, and at Samsung’s discretion replacement of the product (service exchange unit). If Samsung repairs or replaces this product, the repaired or replaced product shall be warranted for the remaining length of the original warranty period.

<b>SAMSUNG Samsung SD</b>				
<b>To</b>		<b>Date</b>		
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				
<b>From</b>		<b>Customer Code</b>		
Company Name : Name of Requester : Address : ZIP code: Place & Country: Tel No : Fax No : E-Mail Address :				
		<b>Customer Ref. Nr.</b>		
<b>Product Details</b>				
<b>Type</b>	<b>Model</b>	<b>Q'ty</b>	<b>Remarks</b>	
SD				
<b>PHOTO ( FRONT/BACK O F CARD.)</b>				
Please attach photos.				
Total Q 'ty				
Q ' ty of Carton Box				
S hipper				
S ignment				
<b>RMA Number</b>				

## Appendix 3 – Revision history

- 2.3 2013-02-14
- Registration times for DOA claims defined for ASC and Dealer
  - DOA Products request and validation procedures updated
  - DOA approval path updated
  - Transport damage must have a damage box.
- 2.4 2013-03-27
- DOA chapter has been revised
  - New email addresses – chap 10 mainly
  - Repair time chapter revised
- 2.5 2013-09-18
- DOA for White goods in Denmark is accepted – Chap. 9
  - All DOA with on-site service shall go through ASC – Chap 9
  - Warranty table removed, reference to webpage instead. – Chap. 4
  - Handling of defective toners and SSD added – section 10.3-4
  - Missing goods added – Chap 12
- 2.6 2014-01-23
- All DOA for TV's  $\geq 40$ " are recommended to go through ASC – Chap 9.
  - Transportation claims updated – Chap 12.
  - Handling of Defective HHD added – Chap 10.
  - Email to claim defective accessories changed – Chap 10.
- 2.7 2014-06-05
- "What is a valid claim" chapter added – Chap 3
  - "Warranty types" chapter added – Chap 4
  - POP and warranty card are no longer requirements for warranty service.
  - Section 1.4 "what is a valid defect" is moved to Chapter 3.
  - Accessories to recreate fault need to be included in product returns - Chap 8.
  - HHP Swap process added - section 9.3.
  - Defective memory card process added – section 10.5.
- 2.8 2014-06-10 and 2014-12-01
- Consumer's cooperation required when on- site service – section 5.2.3
  - Return requirements specified for technical returns – Chap. 8
  - Clarified process - Chap. 10
  - Updated process for defective Memory cards - section 10.5
  - Added Appendix 2
- 2.9 2015-04-01
- Confidentiality sign added to front page
  - Added Navibot to Table 2 – DOA Products
  - Updated ISO standard for Pixel error and specifications Chap. 4.4.1
  - Freight cost responsibility clarified Chap. 11
  - Updated and moved 12.3 Concealed freight damage to Chap. 13
- 3.0 2016-04-01
- Table 2 in Chap 9.1.1 updated. On-site service is only applicable for LCD, Plasma and LED TV's if TV  $\geq 41$ "
- 3.1 2018-01-01
- Data Protection and Privacy added – Chap. 1.3
  - Technical return – replacement or credit – Chap. 8 updated
  - Updated chapter 9, defined DAP/DOA
  - DOA Validation and request – Chap. 9.2 – Notebook PC removed
  - Table 2 DOA Products update – Print, Notebook PC removed
  - Defective accessories sold separately – Chap. 10.1 updated
  - Defective or missing toner – Chap. 10.3 removed
  - Samsung Support NO telephone number – Chap. 15 updated
  - Product Safety – Chap. 16 added
- 3.2 2018-05-01
- Concealed damage conditions updated – serial number on original box must match with the Product – Chap. 11
- 3.3 2018-05-25
- Section 1.4 added – Data Processing Policy
  - Email updated for VOC Finland – Chap. 16
- 3.4 2018-06-01
- Section 10.1 Defect accessories sold separately updated (applicable from 1<sup>st</sup> of May 2019).
  - Section 15 Contact information. SE/NO telephone numbers updated. Telephone numbers for campaigns added.

- 3.5 2019-07-01
  - Smart Things added to Section 9.2.1, 9.3 and 10.2.
- 3.6 2019-12-01
  - Smart Things added to Section 8.3.
- 3.7 2020-02-01
  - Clarification on pre-inspection for Section 8.
  - Update Section 13 for display run time.
- 3.8 2020-10-01
  - EULA definition added for Section 3.
  - Added Afterimages policy for Section 5.1.
  - Updated Demo warranty for Section 5.1.
  - Added link to web form for Section 10.2.
  - Clarification on Consealed Damage for White Goods 13.
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- 3.9 2021-03-01
  - Clarification on Concealed Damage in Section 8.
  - Wearables added to DOA table in Section 9.
  - Clarification on DOA/DAP for White Goods in Section 9.3.
  - Clarification on Consealed Damage for White Goods 13.
- 3.10 2021-09-01
  - Jet added to DOA table in Section 9.
  - Updated email and URL for Missing or Defective In Box accessories in Section 10.2
  - Updated Samsung Support Opening Hours in Section 15.
- 3.11 2022-01-01
  - Clarification of Section 5.1
  - Installation Certificate added for Section 5