

FAQs - Samsung TV Care Pack

Q1. What is Samsung TV Care and why should I purchase it?

A1. Samsung TV Care extends the warranty of your Samsung TV. With this plan, you would be able to enjoy the same services offered during the warranty for additional years. All technical and mechanical failure of the product will be covered under this plan. However, accidental damage to the product due to neglect, improper handling, tampering or fire/water damage and any other damage due to misuse is not covered under this plan.

Q2. Can I buy and register TV Care any time after I purchase a Samsung TV?

A2. TV Care can only be purchased during the standard warranty period of the product and should be registered before the expiry of the standard warranty period.

Q3. When does my extended warranty period start?

A3. Extended warranty starts immediately after expiry of standard warranty and can be extend maximum for three years.

Q4. How do I know which plan to buy?

A4. Please select product size as per your product model and period for Extended warranty or please calls us on 1800-40-SAMSUNG (7267864).

Q5. Where and how can I avail the extended warranty service?

A5. For servicing your TV during the extended warranty period, you should call on 1800-40-SAMSUNG (7267864) and register your complaint. Our engineer will visit at your place as we provide "In home service" during Extended Warranty period as well.

Q6. Which parts of my product are covered by Samsung TV Care?

A6. Samsung's warranty obligations under TV Care is only limited to the TV functional parts such as Panel, Main PCB, SMPS/IP Board, adaptor(22"), speaker & jog switch. The accessories provided with the TV are not covered.

Q7. Which parts of my product are not covered by Samsung TV Care?

A7. Accessories and some Parts are not covered under this Extended Warranty including Cosmetic/ Aesthetic parts such as Stand, Wall Mount, Front & Rear Covers, Accessories like 3D Glasses, Web Camera, Wireless Charger, Wireless Dongles, Connectors & Cables like Power Cables, HDMI Cable, RF Cable, AV Cables, Component Cables & remote control.

Q8. Will I get TV Care for Samsung TV purchased outside India?

A8. No. Samsung TV Care is only available for Samsung TVs purchased in India.

Q9. I want to cancel my TV Care shall I get a refund on the days remaining?

A9. Sorry, there is no refund policy for TV Care and hence no refund is possible.

Q10. I am selling my TV. Can I transfer TV Care to the buyer?

A10. Extended Warranty is not transferrable.

Q11. I have purchased TV Care but not registered it online. Now my TV is out of warranty and I am not able to register, can I still avail service?

A11. To avail services during the extended warranty period, registration of TV Care is mandatory before expiry of standard warranty. In this case you will not be eligible for the Extended Warranty and no refund shall be entertained.

Q12. I own a refurbished TV. Can I buy TV Care for my product?

A12. Yes, TV Care can be purchased for refurbished TV also.

Q13. I am not able to register TV Care since my certificate number is invalid/ unclear?

A13. Please call us on 1800-40-SAMSUNG (7267864). We will assist you.

Q14. I did not get a mail after registering TV Care?

A14. Please Call us on 1800-40-SAMSUNG (7267864). We will assist you.

Q15. What documents should I provide to avail service during extended warranty period?

A15. To avail the service your registration confirmation mail and product Invoice are mandatory.

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