

**SAMSUNG**

# Samsung Business Support For **Mobility and** **Computing Products**



CONFIDENTIAL







# Samsung Business Support for Mobility and Computing Products

This document has been compiled with the utmost care to provide you, a valued Samsung partner, with manufacturer support for Samsung Mobile and Computing products.

For other products, information can be requested from our Business Services Centre.

Further information relating to products and support can be found at:




<https://www.samsung.com/uk/business/>

For any other product or support related information required, just get in touch:

## Contact Us

### Samsung Business Services Centre

Available Monday to Friday, 8am to 6pm:

	Self Help: <a href="https://samsungenterprisesupport.com/">https://samsungenterprisesupport.com/</a>
	Web: <a href="https://samsung.com/uk/business/support/">samsung.com/uk/business/support/</a>
	Download our App on the Play Store – <a href="#">Samsung Business Support</a> Video: <a href="#">Samsung Business Support App</a>
	Call: UK - <a href="tel:03307262677">0330 7262677</a>   Ireland - <a href="tel:012475161">012 475161</a>

When requesting support via our Business Services Centre, please provide the following information:

- Product model code
- Product serial number
- Proof of purchase
- Detailed fault description including photos
- Customer name, address and contact details

Video: [Contacting us at Samsung Business Services Centre](#)

# Support Conditions

## What is covered?

Samsung's warranty covers the repair or if applicable the replacement of the Samsung product during the warranty period if a hardware fault has been confirmed.

The Samsung warranty does not apply in certain circumstances, including, if the warranty period has come to an end, the defect or fault is not covered under standard warranty, e.g. damage, the device has been subjected to service attempts, poor conditions, neglect or abuse that deems the device unwarrantable, even during the warranty period. This includes any environmental damage that may have long-term effects on the performance of the device.

For our full warranty policy please visit: <https://www.samsung.com/uk/support/warranty/> or refer to the warranty card received with the product.

For more information relating to device repair options, please visit: <https://www.samsung.com/uk/support/repair/mobile-device/>

## Warranty Term

Product	Warranty Term	Support Options Available
Smartphone and Tablet	24 months	Doorstep Repair. Collect, Repair and Return. Carry In
Galaxy Book, Book Pro, Book Pro 360	36 months	Collect, Repair and Return Only
Chromebook	12 months	Collect, Repair and Return Only
Chromebook LTE	24 months	Collect, Repair and Return Only
Wearables	24 months	Collect, Repair and Return. Carry In
Battery	12 months	With Device; Doorstep Repair. Collect, Repair and Return. Carry In
Dex Stations	12 months	Return to retailer
Charger	12 Months	Exchange Only
Earphones	6 months	Exchange Only

## Warranty Support Options



Doorstep Repair

- Let Samsung come to you... a repair at your home, office or any other convenient location. Our fleet of mobile workshop vans will come to you.
- Get same day repair options with one-hour time slots – perfect for repairing broken screens or replacing an old or defective battery.



Collect, Repair & Return

- We'll arrange for our courier to pick-up the device, repair it at one of our dedicated B2B authorised service centres and return it after the repair is completed. Can be used for multiple devices.



Carry In

Visit one of our Samsung Support Centres

- Our Samsung Support Centres and Samsung Experience Stores can repair Samsung devices, in most cases, while you wait.
- The outlets are located nationwide and can offer same-day repair subject to parts availability.

Doorstep repair, Authorised Repair Centres and SSCs are operated by trusted third party providers.

Doorstep Repair / Exchange not currently available in Ireland.



# Enterprise Edition

## What is covered?

Unique to Samsung, Enterprise Edition is a complete package of mobile technology and services designed to give you more – more choice, more control and more protection.

It's now easier to configure, update, deploy and run mobile technology across your organisation at scale – helping to ensure your people are always securely connected with reliable technology to keep your teams working. It's the all in one package, designed specifically for business. With Enterprise Edition, you get a choice of industry-leading mobile devices with 3 year enhanced support levels and Knox management tools giving you greater control over software and security updates.

Enterprise Edition devices come with an extended product lifecycle, ensuring they're available longer than standard devices, and Samsung's enterprise specialists are on hand to give you and your users expert advice and updates on any new features.

## Enterprise Edition Support Entitlement

 <b>Enhanced Support</b>	 <b>Security and Maintenance</b>	 <b>The Control is Yours</b>
 <b>Extended Product Lifecycle</b>	 <b>Management Made Simple</b>	 <b>Devices for every business</b>

### 3 Year Enhanced Support

Keep your business running with extra support for your devices. Enterprise Edition gives you 3 years of enhanced service support, ensuring your mobile technology continues to perform. Our dedicated UK-based Business Services Centre can provide technical support and advice when required. And should any of your devices need replacing, we offer next business-day replacement.\*

\*Doorstep exchange with Samsung gold stock.

## Enterprise Edition Support Options



Doorstep Exchange

- Next working day identical, A-grade, Gold stock replacement.
- All requests must be placed before 3.30pm and confirmation of MDM removal must be confirmed before proceeding with repair swap.
- Military-grade data wipe for the returned device.
- Balance of warranty given on the replacement unit.



Doorstep Repair



Collect, Repair & Return



Carry In





# Returns within 28 days of Purchase

## What is an RMA (Return Material Authorisation)?

An RMA reference enables a faulty device to be returned for a replacement to be issued.

## When can an RMA be provided?

If a product has been purchased in the last 28 days and has a confirmed in warranty fault, or is damaged on arrival then an RMA may be applicable.

## Damage

On rare occasions, devices may be physically damaged despite the packaging being in perfect condition. In these cases, please send all the details below to our Returns team for review – [returns@samsung.com](mailto:returns@samsung.com)

Onward shipping whereby the retailer has 'home delivered' an order will not be considered for return.

- Product model code
- Product serial number/IMEI number
- Proof of purchase
- Detailed fault description with photo, if possible
- Customer address with post code
- Customer name and contact details
- Photograph of the unit showing the damage
- Photograph of the unit showing the serial/IMEI number
- Photograph of the packaging relative to where the damage is on the unit
- Photograph of the packaging including the serial/IMEI number

## How is a replacement provided after RMA?

Once an RMA number has been issued the RMA reference can be used by the end user or reseller to obtain a replacement product directly from distribution. Distributors should send RMA details directly to the Returns Team, who can arrange for the device to be collected and any credit to be issued.

Samsung UK Returns Team: [returns@samsung.com](mailto:returns@samsung.com)

RMAs are subject to exclusions where products have been purchased via a retailer or dealer who has a no returns agreement in place with SEUK.

Credits are issued to distribution partners for RMAs. Samsung can't refund or credit Systems Integrators, Resellers or End Users.

The full returns policy is available on request.



# Enhanced Support Packs

We offer a range of support service options to help you and your customers get more value from their mobile investments. Get in touch to find out more.

## European Warranty

Samsung can offer in-country support for in-warranty issues. We do encourage our customers to contact the local in-country Samsung teams directly for the quickest response.

Samsung products have Pan-European functional capability.

For mobility devices, due to regional lock, any devices deployed outside of Europe will have limited functionality and won't be covered under the warranty terms and services detailed throughout this guide.

Contact the Samsung Business Services Centre should you require further detail.



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