



1. What is ADH Core?

ADH stands for Accidental Damage from Handling and protects your Samsung Galaxy Device from accidental screen damage during normal use.

2. What does ADH Core cover?

ADH Core covers one (1) screen damage repair during the 24 (twenty four) month Samsung manufacturer's warranty.

3. What Does Screen Damage Include?

Screen damage is defined as damage to the LCD and/or the Touch Panel of your Samsung Galaxy Device.

4. What Does ADH Core 'not' Cover?

ADH Core does not cover any additional components of your Samsung Galaxy Device, should any additional components be damaged during the incident, the Customer will be responsible for the repair or the replacement charge.

5. Customers Responsibility

It is the Customers' responsibility to instruct the Samsung Authorised Repair Centre (ASC) to repair/replace the additional components at the Customers' expense.

No additional component repair/replacement will be paid for by ADH Core.

The screen damage repair/replacement will be at no charge to the Customer.

6. How Many ADH Incidents Does a Customer Have?

The Customer has 1 (one) Incident comprising of 1 (one) Screen Repair ONLY.

7. How do I Get my Samsung Galaxy Device Repaired in the Event of an ADH Incident?

Go to your nearest Samsung Accredited Service Centre (ASC) and book your Device in for repairs.

8. For What Period Does the Cover Apply?

This cover is in place for 24 months from the date the Customer purchases their Samsung Galaxy Device.

9. Who Pays For ADH Core?

The benefit is included at no charge to the Device owner.

10. How do I Register for ADH Core?

The ADH CORE App can be downloaded from the Google Play Store or the Samsung App Store.

11. Does the ADH Core Product Apply to Warranty Incidents?

No, only to Accidental Damage from Handling (ADH) Incidents.

12. If I Have an ADH Incident, is There an Incident Fee?

No, incident fee applies.

13. Am I Required to Provide the Device Proof of Purchase for an Incident to be Valid?

Yes, proof of purchase is required.

14. Does the ADH Core Product Apply to Warranty Incidents?

No, only to Accidental Damage from Handling (ADH) Incidents.

15. Is ADH Core Transferable?

No, ADH Core is Customer specific, if the original Device no longer belongs to the original owner then the ADH Core benefit is not valid.

16. ADH Core Contact Details

Contact Centre: [0861 666 646](tel:0861666646)

Email: core@mysmartsamsung.com