

Overseas Product Repair (Smartphones, Tablets, Wearable Devices)

Samsung limits service for smartphones, tablets, and wearable devices to the country where the product was first sold.

However, if you need service for a Samsung smartphone, tablet, or wearable device purchased in a country other than the country in which you intend to have your device repaired (or if you need service for a Samsung smartphone, tablet, or wearable device),

you can contact a Samsung authorized service center at such country to confirm whether the Overseas Product Repair Warranty is applicable and is not contradictory to that country's terms and conditions before it can be repaired at such service center. Consumers may be required to sign separate Terms and Conditions provided by the Samsung authorized service center.

The Overseas Product Repair Warranty shall **not** apply to "gray" goods (parallel imports) and/or all Samsung goods which have not been purchased from Samsung or a Samsung authorized reseller.

These terms and conditions are provided under the premise that the consumer understands their rights.

The Overseas Product Repair Warranty is applicable in addition to the local warranty and will be applicable to overseas purchased products to the extent that it does not contradict the local warranty terms and conditions.

The Overseas Product Repair Warranty must be read with, and will be enforced, together with the local warranty Terms and Conditions except in the case of the warranty terms, refunds, and returns.

The Overseas Product Repair Warranty covers repairs which are directly linked to failure of the overseas product which can be attributed to Samsung, and not defects caused by association with products, accessories, software and/or services, which are not manufactured or supplied by Samsung.

Consumers are to provide original proof of purchase documents and a detailed description of the defects to be repaired at the time of submitting the claim for repair.

- A limited warranty period of 1 year from the date of activation of the Samsung device will apply for the Overseas Product Repair, regardless of the warranty period of the country where the product was first sold.
- Repair of products may take longer due to procuring some parts and/or service may unavoidably only be available in the country of sale. Samsung will keep the consumer informed of any foreseeable delays regarding repairs.
- Repair may incur costs if the warranty does not apply and the warranty period has lapsed, and repair costs vary by country and may differ from those in the country where the product was first sold.
- Returns and refunds are only available from the country where the product was first sold in accordance with the warranty provisions and applicable laws.
- Service is not provided outside the country where the product was first sold for accessory products such as battery packs, charging pads, and cases.