

Overseas Product Repair (Smartphones, Tablets, Wearable Devices)

The Samsung Warranty Policy (https://www.samsung.com/africa_en/support/warranty/) 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 to check whether it can be repaired at such service center. Samsung provides **limited warranty repair support for overseas products** to ensure customer satisfaction.

Important Notice

1. Warranty repair for overseas products is available for 1 year regardless of the warranty period of the product in the country where the product was first sold.
2. Repair may take longer due to procuring some parts, or service may unavoidably only be available in the country of sale. You will be informed of any expected or unavoidable delays.
3. Repair may incur costs if the warranty does not apply to the product or if the warranty period has expired, and repair costs vary by country and may differ from those in the country where the product was first sold. The repair service center will inform you of any costs applicable.
4. **Returns and refunds are only available from the country where the product was first sold.** However, returns and refunds remain available in the country of original purchase for the duration of the warranty period.
5. Warranty repair for overseas products is not available outside the country where the product was first sold for accessory products such as battery packs, charging pads, and cases.
6. Warranty repair for overseas products will only be available on models launched in January 2023 onwards i.e. older models will not be covered.
7. The terms of the Samsung Warranty Policy , (https://www.samsung.com/africa_en/support/warranty/), if unaltered by this Warranty repair for overseas products policy remains applicable.

This Warranty Policy does not affect your statutory rights.