

 Samsung Care+ for Business	1:1 Device Protection Plans	
	Extended Warranty (EW)	Physical Damage and Liquid Intrusion (PDI)* (Includes EW)
	Device Repair	Device Repair
Purchasing units	Per device	Per device
Device protection		
Mechanical failure from defects	✓	✓
Physical damages		✓
Liquid damages		✓
Enrollment period	1 Year	60 Days
Advanced technical*	Optional	Optional
Elite technical support*	Optional	Optional
Professional engineering services*	Optional	Optional
Device exchange		✓
Advanced exchange		✓
Next-business-day delivery (residential or commercial) ⁶		✓
Samsung-certified refurbishment		✓
Samsung-owned spare pool		✓

*PDI is Samsung Electronics Canada's equivalent for Accidental Damage from Handling (ADH)

*Advanced Exchange service is available on Samsung smartphones and tablets only. The replacement product will be delivered to the customer via express mail (average 1 business day after receiving the request), together with the shipping label for the customer to return the original defective device back to Samsung

*Samsung Business Services or Enterprise Technical Support ProCare packages are sold separately.