

## Repair Ticket

If possible, please complete the document before printing to your computer!

Names:

E-Mail:

Delivery address:

(Street / No. \* ZIP / City)

Telephone Number:

Model:

IMEI:

S/N:

### Note:

The IMEI and serial numbers can be found on the packaging, on the proof of purchase / delivery note and in the mobile phone under the battery or, if necessary, on the back of the device. Please **do not send in** your SIM or microSD card.

### Error Description :

#### 1. How often does the error occur?

- Weekly       Several times a day       Hourly       Permanent

#### 2. Where or what kind of error occurs?

- In the menu       In one application       Display damage

Case damage

Battery

Others:

#### 3. Have you recently updated your device or installed new software? If so:

- Software update Android       New app installed:

#### 4. Are there any reception problems on your smartphone / tablet? (eg broken calls due to network error, too weak or no signal) If so, which mobile service provider do you use?

Yes, my mobile service provider is:

No

#### 5. Does the error occur even without an external memory card? (if available)

- Yes       No       No memory card available

## Repair Ticket

6. Are you using accessories from a third party?

Yes, my accessory is:

No

7. Does your device experience any charging problems?

Yes

No

**Important: Please send with loading problems the complete charging accessories.**

Charging adapter

Charging cable

Battery

8. Did you recently have your device repaired by a service partner?

Yes, with service partner:

No

9. Please give us the information to unlock the device, if available.

Password

PIN code

Pattern Lock

10. Please remove the Samsung and Google account from the device.

11. Please enclose the following documents in copy, if available.

Proof of purchase

IMEI & S/N Ticket

Repair records

Other comments:

### Important:

**Please do not reset the device to the factory settings.  
So the repair shop can better understand the error.  
Delete sensitive content from your device.**