

Repair Ticket

Name: E-Mail:

Delivery address:
(Street / No. *
ZIP / City)

Telephone number: Model:

IMEI: S/N:

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.

Defect description:

Weekly Several times per 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? (e.g. broken calls due to network errors, 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

6. Are you using accessories from a third party?

Yes, my accessory is: No

7. Does your device experience any charging problem?

Yes No

Important:

Please include and select all charging accessories sent with your device.

Charging Adapter Charging cable Battery

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

Yes, at service partner: No

9. Preparation for Send In:

Create a backup of all your data. For this, you can use the free Samsung app Smart Switch, or during the activation of Maintenance Mode, save your data to the Samsung Cloud.

- a. If your device has Android 13 or newer, please enable Maintenance Mode to protect your data from unauthorized access (Settings – Device Maintenance – Maintenance Mode).
- b. For models with older operating systems, you can delete your personal accounts (Google, Samsung account, etc.) and personal data (FAQ with tips) in the settings before submission. (Also see the quick guide in the sent email.)
- c. Remove any accessories you have attached, such as covers or tempered glass.

10. Please enclose the following documents in copy, if available:

Proof of purchase Repair records

Other comments:

Important:

Please **do not** reset your device to factory settings. Even with Maintenance Mode enabled, data loss may occur during repair if, for example, the mainboard is replaced or if the device software needs to be completely reinstalled due to faulty display or other issues.

I confirm that I have been informed about the possibility of data loss.

Customer signature: _____