

Region	Sub	Country / Location	Warranty Term			SVC Type				B2B E-Mail Address	Call Center / Contact Center			
			1 year	2 year	3 year	Carry In	Pick Up SVC	On Site (In Home)	Swap (Exchange)		Vendor Name	Call Center_Number (Hot Line)	Operation Days	Operation Hours
Europe	SEUK	U.K.			•			•	•	https://samsungenterprisesupport.com/createacase/	Samsung Business Services Centre	0330 726 2677	Mon~Fri (off- Sat,Sun,PH)	08:00 ~ 18:00
		Ireland			•			•	•	https://samsungenterprisesupport.com/createacase/	Samsung Business Services Centre	012 475161	Mon~Fri (off- Sat,Sun,PH)	08:00 ~ 18:00
	SEG	Germany			•		• (only if requested by customer)	•		professional_display@samsung.com	Competence Call Center GmbH	+49 6196 77 555 40	Mon ~ Fri	08:00 ~ 18:00
	SEF	France			•		•	•		svc.pro@samsung.com	Concentrix	0 825 022 062	Mon ~ Fri	09:00 ~ 18:00
	SEIB	Spain			•		•	•	•	clientes.b2b@samsung.com	Atento / Exxita	+ 34 902 879 081	Mon ~ Fri	09:00 ~ 18:00
		Portugal			•		•	•	•	pt.b2bservice@samsung.com	Teleperformance	+351210608121	Mon ~ Fri	09:00 ~ 20:00
	SEI	Italy			•		•	•		b2b.supporto@samsung.com	Concentrix	800 154 154	Mon ~ Fri (Sat)	09:00 ~ 18:00 (09:00 ~ 13:00)
	SEPOL	Poland			•	•	•	•	•	wsparcieb2b@samsung.com	Concentrix	0801-222-726	Mon ~ Fri	8:00-20:00
	SEBN	Netherlands			•	•	•	•	•	b2bsupport@samsung.nl	Tele Performance	0800-3909900	Mon ~ Fri	08:00 ~ 17:30
		Belgium			•	•	•	•	•	b2bsupport@samsung.be	Tele Performance	0800-390990	Mon ~ Fri	08:00 ~ 17:30
		Luxembourg			•	•	•	•	•	b2bsupport@samsung.be	Tele Performance	26375804	Mon ~ Fri	08:00 ~ 17:30
	SENA	Sweden			•	•	•	•	•	b2b.se@email.support.samsung.com	Transcom	+46 771-726 78 64	Mon ~ Fri	08:00 ~ 1800 (from 1/10)
		Finland			•	•	•	•	•	b2b.fi@email.support.samsung.com	Transcom	+358 030 62 27 515	Mon ~ Fri	08:00 ~ 1800 (from 1/10)
		Denmark			•	•	•	•	•	b2b.dk@email.support.samsung.com	Transcom	+45 70 70 19 70	Mon ~ Fri	08:00 ~ 1800 (from 1/10)
		Norway			•	•	•	•	•	b2b.no@email.support.samsung.com	Transcom	+47 21629099	Mon ~ Fri	08:00 ~ 1800 (from 1/10)
	SEAS	Austria			•	•	•	•	•	service.at@samsung.com	Competence Call Centre	810112233	Mon ~ Fri	08:00 ~ 18:00
		Switzerland			•	•	•	•	•	serviceb2b_ch@samsung.com	Own B2B Hotline	0800 249 2 24	Mon ~ Fri	08:00 ~ 17:30
	SECZ	Czech			•	•	•	•	•	info@samsung.cz	Conectart	800726222	voice Mon ~ Fry non voice Mon ~ Sun	08:00 ~ 18:00 08:00 ~ 22:00
		Slovak			•	•	•	•	•	info@samsung.cz	Conectart	0800726222	voice Mon ~ Fry non voice Mon ~ Sun	08:00 ~ 18:00 08:00 ~ 22:00
	SEH	Hungary			•	•	•	•	•	https://www.samsung.com/hu/business/support/	Foundever	06 1 429 2312	Mon ~ Fri	8:00 - 18:00
	SEGR	Greece			•	•	•	•	•	c.vourafidis@partner.samsung.com	Foundever	800-11-7267864	Mon ~ Fri	09:00-18:00
		Cyprus			•	•	•	•	•	c.vourafidis@partner.samsung.com	Foundever	8009-4000	Mon ~ Fri	09:00-18:00
	SEROM	Romania			•	•	•	•	•	https://www.samsung.com/ro/business/support/	Foundever (former Sykes)	08008 011 44	Mon ~ Fri	09:00 ~ 18:00
		Bulgaria			•	•	•	•	•	https://www.samsung.com/bg/business/support/	Foundever (former Sykes)	0800 111 31	Mon ~ Fri	09:00 ~ 18:00
	SEB	Baltic			•	•	•	•	•	Estonia: info@samsung.ee Latvia: info@samsung.lv Lithuania: info@samsung.lt	Concetrix	Estonia 800 7267 (B2C/B2B) Latvia 8000 7267 (B2C/B2B) Lithuania 8800 7777 (B2C/B2B)	Mon ~ Fri	09:00 ~ 18:00
	SEAD	Serbia			•	•	•	•	•	https://www.samsung.com/rs/business/support/	Sykes	+381 11 321 6899	Mon ~ Fri	09:00 ~ 18:00
		Croatia			•	•	•	•	•	https://www.samsung.com/hr/business/support/	Sykes	072 726 786	Mon ~ Fri	09:00 ~ 18:00
Slovenia				•	•	•	•	•	https://www.samsung.com/si/business/support/	Sykes	080 697 267	Mon ~ Fri	09:00 ~ 18:00	
Bosnia				•	•	•	•	•	https://www.samsung.com/ba/business/support/	Sykes	+387 55 233 999	Mon ~ Fri	09:00 ~ 18:00	
Montenegro				•	•	•	•	•	-	Sykes	+382 20 405 888	Mon ~ Fri	09:00 ~ 18:00	
Albania				•	•	•	•	•	https://www.samsung.com/al/business/support/	Sykes	+355 45 620 202	Mon ~ Fri	09:00 ~ 18:00	
Kosovo				•	•	•	•	•	-	Sykes	+383 38 403 090	Mon ~ Fri	09:00 ~ 18:00	
SEUC	Macedonia			•	•	•	•	•	https://www.samsung.com/mk/business/support/	Sykes	+389 2 320 7777	Mon ~ Fri	09:00 ~ 18:00	
	Moldova			•	•	•	•	•	b2buasales@samsung.com; seuc.b2b.service@samsung.com	Own operation	373-22 667 400	Mon ~ Fri (Sat, Sun)	07:00 ~ 22:00 (07:00 ~ 22:00)	
SEUC	Ukraine			•	•	•	•	•	b2buasales@samsung.com; seuc.b2b.service@samsung.com	Own operation	0-800-500777	Mon ~ Fri (Sat, Sun)	07:00 ~ 21:00 (07:00 ~ 21:00)	
	Russia			•	•	•	•	•		CSP	8-800-555-55-33	Mon ~ Sun	07:00 ~ 20:00	
CIS	SERC	Azerbaijan			•	•	•	•		Wilstream	0-88-555-55-55	Mon ~ Fri	09:00 ~ 18:00	
		Georgia			•	•	•	•		Wilstream	0-800-555-500	Mon ~ Fri	09:00 ~ 18:00	
	SECE	Kazakhstan			•	•	•	•	sece.b2b.support@samsung.com	GSM	7799	Mon ~ Fri	09:00 ~ 18:00	

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			1 year	2 year	3 year	Carry In	Pick Up SVC	On Site (In Home)	Swap (Exchange)		Vendor Name	Call Center Number (Hot Line)	Operation Days	Operation Hours
North America	SEA	USA			•			•	•	Call Center : b2bdisplaycustomercare@sea.samsung.com	TTS	1-866-SAM4BIZ	Mon ~ Fri	09:00 ~ 20:00
	SECA	Canada			•			•	•	ENR : B2BDisplaySupport@sea.samsung.com B2B.SVC@samsung.com	Alorica - DR	N/A 1-800-749-0205 (LFD/HTV/B2B)	Mon ~ Fri	08:30 ~ 18:30
Mid South America	SEDA	Brazil			•	•		•		b2bservices@samsung.com suporte.b2b@samsung.com	Atento	3003-0000	Mon ~ Fri	08:00 ~ 18:00
	SEM	Mexico				•	•	•		soporteb2b@samsung.com	ATENTO	800 148-8747 Panama 800-7378	Mon ~ Sat	08:30 ~ 19:00
	SELA	Panama Ecuador Venezuela Puerto Rico Guatemala Costa Rica etc			•			•	•	supervisor01@samsung.com	Atento	Ecuador 1-800-007378 Venezuela 0-800-1005311 Puerto Rico 1-888-8237378 Guatemala 1-800-2990026 Costa Rica 0-800-5077378 El Salvador 800-6225 Honduras: 800-2791-9267 Nicaragua: 001-800-507-0025 Rep. Dominicana: 1-800-751-2676 Jamaica: 1-800-234-7267 Trinidad&Tobago: 1-800-744-5007 Miami: 1-844-99-0573	Mon ~ Fri (Sat)	07:30 ~ 19:30 (8:00 ~ 13:00)
	SAMCOL	Colombia			•			•	•	samcol.b2b@samsung.com	TELEPERFORMANCE	601 4259680	Mon ~ Fri Saturday	08:00 ~ 18:00 (08:00 ~ 13:00)
	SEPR	Peru			•	•		•	•	sepr.b2b@samsung.com sepr.b2b2@partner.samsung.com	Atento	0-800-777-09	Mon ~ Sat	08:00 ~ 20:00
	SECH	Chile Bolivia			•	40" and below		•	•	b2b.atento@samsung.com	Atento Mexico	800 387300(Chile) 800107261(Bolivia)	Mon ~ Fri	09:00 - 19:00
	SEASA	Argentina			•	•				contacto.empresas@partner.samsung.com	ATENTO	0800-555-7267	Mon ~ Fri	09:00 ~ 20:00
SE Asia	SEAU	Australia			•			•		ent.service@samsung.com	CEF	1800 91 92 93	Mon ~ Fri	08:30 ~ 18:00
	SME	Malaysia			•	30" and below		•		b2b.service.my@samsung.com	Concentrix Malaysia	1800-88-3399	Mon ~ Sat	Call 9-6 (Mon to Sat) Chat 24/7
	SEIN	Indonesia			•	30" and below		•		seins.b2b@samsung.com	IMS	0800-112-8888	Mon ~ Sun	7:00 ~ 19:00
	SAVINA	Vietnam			•	•		•		savina.b2bservice@samsung.com	Thien Tu	Mon ~ Sat Sun	09:00 ~ 18:00 (Call)	9
	SEPCO	PHILIPPINES			•	•		•		b2bservice.ph@samsung.com	Transcom	+632-8422-2100 to 2102	Mon ~ Sat	08:30 ~ 17:30
	SESP	Singapore			•	•		•		b2bservice@samsung.com	Concentrix Philippines	1800 7267864	Mon ~ Fri	0900 ~ 1800
	TSE	Thailand			•	•		•	•	b2b.support@partner.samsung.com	True Touch	+662-689-3277	Mon ~ Sun	8 AM-10PM
SENZ	New Zealand			•	•		•	•	enterpriseservice.nz@samsung.com	Concentrix	0800 726786	Mon~Sun	24hr	
SW Asia	SIEL	India			•	•		•	•	b2b.care@samsung.com	Teleperformance,Mohali	1800 30 7267864	365 Days	24 hrs (Voice & Email)
China	SCIC	China Mainland			•			•		eb.services@samsung.com	SCIC Call Center	400-610-5858	Mon ~ Fri (Sat, Sun)	08:00 ~ 18:00 (08:00 ~ 17:00)
	SEHK	HONG KONG			•			•		eb.services@samsung.com		+852-3698-4688 (B2B hotline)	Mon-Fri (off- Sat,Sun,PH)	9am to 6pm
	SET	Taiwan			•			•		B2bservice@samsung.com	Chile	0809-005-237	Mon ~ Sun	24hr
Africa	SSA	South Africa / Neighbouring Countries			•	•		•	•	zacare@samsung.com	SSA Call Centre (EOH)	27-860-726-222	Mon ~ Sat	08:00 - 17:00 (8:00 - 13:00)
	SEWA	Nigeria		•			•			dealercare@samsung.com	AO Call Centre (EOH)	0800-7267864	Mon - Fri .	8:00 - 18:00
		Ghana		•		•		•		service.ng@samsung.com	AO Call Centre (EOH)	0800-100077	Mon - Fri .	8:00 - 18:00
		Senegal		•		•		•		https://www.samsung.com/africa_fr/business/	AO Call Centre (EOH)	+221 200077	Mon - Fri .	8:00 - 18:00
SEEA	Kenya Tanzania Uganda		•				•		service.seea@samsung.com	SSA Call Center	KENYA: 0800-545545 Uganda: 0800-300300 Tanzania:0800-780089	Mon - Fri .	09:00 ~ 18:00	
Japan	SEJ	Japan			•		•		support.heart@samsung.com	transcosmos	0120-327-527	Mon ~ Fri	09:00 ~ 17:00	
Middle East	SGE	UAE			•			•		service.b2b@samsung.com	Crystel	800-(SAMB2B)726222	Mon ~ Fri	09:00 ~ 19:00
		OMAN			•			•		service.b2b@samsung.com	Crystel	800-72627	Sun~Thu	09:00 ~ 19:00
		QATAR			•			•		service.b2b@samsung.com	Crystel	800-2255	Sun~Thu	09:00 ~ 19:00
		BAHRAIN			•			•		service.b2b@samsung.com	Crystel	8000-4726	Sun~Thu	09:00 ~ 19:00
		KUWAIT			•			•		service.b2b@samsung.com	Crystel	183-2255	Sun~Thu	09:00 ~ 19:00
	SETK	Turkey			•			•		b2bsamsung@samsung.com	SETK	0 850 2010 222 (dedicated hotline)	Mon ~ Sun	08:00 ~ 22:00
	SEMAG	Morocco			•			•		-	Intelcia	+212801002255/+212522586969	Mon ~ Sat	08:30 ~ 19:00
		Tunisia			•			•		-		80 1000 12	7 Days	08:00~ 18:00
	SELV	Jordan, Syria, Iraq, Lebanon			•			•		selvbizcare@samsung.com	crystel call	B2B Hot Line 009626577441	Sat ~ Thu	09:00~18:00
	Iran	Iran	18 Month			•	•	•	•	8255@samservice.com	SAM Service	98218255	365 Days	00:00 ~ 24:00
	SESAR	Kindom of Saudi Arabia			•	•		•			Crystal	800247222	7 days	09.00 ~ 18.00
	SEIL	Israel			•	•		•		suppot.seil@samsung.com	Electis	+972-3-6372323	Sun ~ Thu	08:00 ~ 17:00
		Palestine			•	•		•		suppot.seil@samsung.com	Ghata	1800-792447	Sat ~ Thu	08:00 ~ 18:00
	SEPAK	Pakistan			•	•		•		dear_customer@contactus.samsung.com	Ufone	0800-7267864	7 Days a week	09:00 ~ 00:00 (15HRS)
SEEG	Egypt			•			•		cs.helpdesk@samsung.com		16580 Whatsapp { 01000016580 }[24/7]	Sun ~ Sat	09:00 ~ 18:00	
Korea	Korea	South Korea	•			•		•		삼성전자 서비스☎	1588-3366	Mon ~ Sat	09:00 ~ 18:00	