

Samsung Galaxy Fix+ Package– Customer FAQ

General Information

What is the Samsung Galaxy Fix+ package?

The Samsung Galaxy Fix+ package is a repair service program that allows customers to repair eligible Samsung Galaxy devices with transparent pricing through Samsung Endless Aisle available at Samsung Authorized Service Centers (ASC).

What is the difference between Samsung Galaxy Fix+ package vs a common Screen Repair?

Item	Samsung Galaxy Fix+ Package	Common Screen Repair
Supported Models	Galaxy S23 / S23+ / S23 Ultra Galaxy S24 / S24+ / S24 Ultra Galaxy S25 / S25+ / S25 Ultra Galaxy S23 FE / S24 FE / S25 FE	All Samsung models <i>(Subject to parts availability)</i>
Pricing Method	Fixed Package Pricing	Subject to Samsung Authorized Service Center
Payment Option	Supports up to 6 months 0% installment (eligible bank)	One-time off payment
Repair Location	Samsung Authorized Service Center	
Benefit	Better payment flexibility and digital purchase convenience	Standard walk-in repair experience

Where can I purchase the Samsung Galaxy Fix+ package?

The Samsung Galaxy Fix+ package can be purchased through Samsung Endless Aisle available at Samsung Authorized Service Centers nationwide.

Is this program available nationwide?

Yes, the program is available at selected Samsung Authorized Service Centers across Malaysia. Please see the list [here](#).

Repair & Diagnosis

Do I need to make an appointment?

No appointment is required. Customers may walk in to any participating Samsung Authorized Service Center for diagnosis and repair consultation.

Is the device diagnosis free of charge?

Yes, the initial device diagnosis at the Samsung Authorized Service Center is provided free of charge.

How will I know the repair cost?

After diagnosis, the Samsung Authorised Service Center will provide a repair quotation together with the applicable Samsung Galaxy Fix+ package pricing if the diagnosis result meets the terms and conditions of the program.

Can I choose not to proceed with the repair after diagnosis?

Yes. Customers may decide whether to proceed with the repair after receiving the quotation.

What repairs are covered under the Samsung Galaxy Fix+?

Repair coverage under Samsung Galaxy Fix+ Service Pack only applicable for damage to the screen, which includes functional and physical damage as follows:

- a. Cracked screen
- b. Broken screen
- c. Greenline
- d. Dead screen
- e. Dot pixel

Are original Samsung parts used for the repair?

Yes. All repairs under this program use genuine Samsung parts performed by Samsung-certified technicians.

Payment & Installment

What payment methods are available?

Payment methods may include:

Payment Method	Payment Type
Credit Card / Debit Card	Master Card & Visa Card
Online Payment	FPX, Mae by Maybank
QR payment	Grab Pay, Boost, Touch n GO, Shopee pay
Others	Setel, Atome, Samsung Finance, SpayLater

(Subject to availability at point of purchase.)

Is installment payment available?

Yes. Eligible customers may enjoy 0% interest installment plan when purchasing Samsung Galaxy Fix+ Service Pack subject to the minimum purchase of limit for each participating bank and maximum purchase limit depends on customer's credit card limit.

Is there any additional charges for installment plans?

No. The 0% installment plan does not include additional charges, subject to participating bank terms and conditions.

Warranty & Service

Will I receive warranty after repair?

Yes. Repairs completed under this program are entitled for 90 days parts warranty coverage based on Samsung warranty policy.

How long does the repair process take?

Repair duration depends on:

- Device condition
- Parts availability
- Repair complexity

The service center will advise the estimated completion timeline during your visit.

Will my data be erased during repair?

Some repairs may require software testing or device reset. Customers are required to back up their data before submitting the device for repair.

Samsung and Samsung Authorised Service Center will not be responsible in any way for any data security concerns or data loss.

Eligibility & Terms**Can I purchase the Samsung Galaxy Fix+ package for devices still under warranty?**

This program is intended for out of warranty devices only.

Can physical or accidental damage be repaired under this program?

Yes, subject to diagnosis and repair assessment by the Samsung Authorized Service Center.

Can I transfer the Samsung Galaxy Fix+ package to another device?

No. The Samsung Galaxy Fix+ is only applicable to the diagnosed device and is non-transferable.

Are there any situations where repair may be declined?

Repair may be declined if:

- i. The device is beyond repair condition;
- ii. Required parts are discontinued or unavailable; or
- iii. The device has unauthorized modifications.

Support**Where can I get more information?**

For more information, please contact: <https://www.samsung.com/my/support/contact/> and the [Terms and Conditions](#) of the program.