

Terms and Conditions – Repair Pickup Service

1. Introduction

- i. The Repair Pickup Service (“Service”) allows customers to conveniently request pickup of device (such as smartphone, tablet, etc.) for repair service, from their preferred location and with return delivery to their preferred location upon completion of repair service.
- ii. This Service is provided by Samsung Authorized Service Centers (“Service Provider”). The transaction is between the Customer and the Service Provider. Samsung Malaysia Electronics (SME) Sdn Bhd (“Samsung”) only facilitates this Service platform to connect Customers with the Service Provider. Customer acknowledges that Samsung is not the direct service provider for the Service.
- iii. By requesting and using this Service, the Customer agrees to be bound by all terms and conditions outlined herein (“Terms and Conditions”).

2. Service Eligibility

- i. This Service is available for smartphones, tablets, smartwatches, and other eligible devices, which is subject to change by Samsung from time to time without any prior notice.
- ii. The Service is offered throughout Malaysia, excluding tax-free zones (e.g., Langkawi, Tioman, and Labuan).
- iii. Customers must be at least 18 years old. For those under 18, a parent or legal guardian must submit the Service request on their behalf.

3. Service Request & Scheduling

- i. Customers may request the Service via Samsung’ official website, through WhatsApp at <https://api.whatsapp.com/send?phone=60125631579> (available 24/7), or by calling 1800-22-8899 (Monday to Sunday, 9:00 AM – 6:00 PM).
- ii. Upon request, pickup arrangements will be made within 2 working days. However, actual pickup may require at least 3 working days from the date of request.
- iii. Customers must provide accurate personal details, device information, and a clear description of the issue.
- iv. The Service may be carried out by Samsung’s appointed fulfillment partner and is subject to store availability, operational capacity, and unforeseen events, including but not limited to system disruptions, weather conditions, or other logistical delays. Samsung and the Service Provider reserve the right to reschedule the pickup in such cases.

4. Packaging & Liability

- i. Customers are responsible for securely packaging their devices before pickup. Samsung does not supply packing materials. We recommend using the suitable protective materials.
- ii. To avoid disputes, customers are strongly advised to take video recordings of the device before and after packing.
- iii. Samsung shall not be liable for damage arising from improper packaging by the customer.
- ii. Samsung shall not be held liable for any missing, lost, misplaced or unreturned device occur during the pickup and return delivery by the Service Provider arising from whatsoever reasons or unforeseeable circumstances resulted to the same.

5. Repair Process

- i. For in-warranty devices (without physical damage), repair will be conducted free of charge subject to Samsung warranty policy.
- ii. For out-of-warranty devices, a quotation will be provided. Repairs will begin only after acceptance (within 3 working days) and full payment confirmation (within 7 working days).
- iii. The full repair process — including pickup, repair, and return delivery — is estimated to take approximately 7 working days, depending on parts availability and complexity. Samsung reserve the right to extend the duration of full repair process in the event of operational issue or disruption and a notice will be given to the Customer in the event of delay.
- iv. Return delivery timeline: Customers must make any necessary return delivery date arrangements within 7 working days from the date of receipt of notification.

6. Data & Privacy

- i. Customers must remove SIM and memory cards before the device pickup.
- ii. Customer shall remove all Customer's data, including downloaded Applications("Apps") before submitting the Product for diagnosis/repair. In the event Customer chooses not to do so, Customer shall back up all Customer's data and ensure fully logged out from the Apps. The Service Centre and Samsung shall not be liable in any way for any data security concerns or data loss.
- iii. Customers are advised to enable Maintenance Mode. More information is available at <https://www.samsung.com/my/support/maintenance-mode/>.

7. Changes or Cancellations

- i. Once the pickup request is submitted, any changes or cancellations requested by the customer may cause delays in the overall service timeline.

8. Returns & Refunds

- i. Any return or refund request must comply with Samsung's policies. Please contact Customer Service for assistance.

9. General

- i. For queries related to this service, please contact Samsung Customer Service at <https://api.whatsapp.com/send?phone=60125631579> (available 24/7), or by calling 1800-22-8899 (Monday to Sunday, 9:00 AM – 6:00 PM).
- ii. Samsung reserves the right to amend these Terms and Conditions without prior notice. All decisions made by Samsung are final.
- iii. Samsung shall not be liable for any costs, damages, or losses arising from the use of this Service. Any dispute with third-party service providers is solely between the Customer and the Service Provider.
- iv. If irregular or suspicious behavior is detected, Samsung reserves the right to cancel any Service request without notice.
- v. By using this Service, the Customer agrees to release Samsung and its affiliates from all liability, including personal injury, property damage, and claims related to privacy or defamation.

- vi. Samsung or its Service Provider may collect and process personal information during the course of the service, in accordance with Samsung's Privacy Policy:
<http://www.samsung.com/my/info/privacy.html>.
- vii. Customer is deemed to have consented to the use and process of their personal data as stated in:
<http://www.samsung.com/my/info/privacy>.
- viii. These Terms and Conditions are governed by the laws of Malaysia. Any disputes shall be subject to the exclusive jurisdiction of Malaysian courts.

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