

## Device Condition

- **Which devices are eligible for the Screen Repair service?**

Devices include Note 20 series, Galaxy S20 Series, S21series, S22 series, S23 series, S24 series, Flip 3, Flip 4, Flip 5, Fold 3, Fold 4, and Fold 5.

- **Will my data be deleted or lost?**

You are required to back up all information on your Samsung device before handing it to an authorized service centre for repair.

Samsung is not responsible for any data loss.

- **How do I check the status of the repair?**

You can easily track your service repair after filling up the information required via this link.

[\(https://www.samsung.com/za/support/your-service/track-repair/\)](https://www.samsung.com/za/support/your-service/track-repair/)

- **How can I know my device's condition if it requires a screen repair or replacement?**

If the screen is cracked but there is no damage to the frame or bezel then a screen repair is applicable. However, if the frame and/or bezel was damaged or broken then your phone needs a screen replacement.



- **Can I choose the “Your-Service” repair if my device was purchased from outside the South Africa?**

Yes, the Your-Service repair service products purchased from and outside South Africa

### Amended

\*Terms and conditions apply.

- The Mobile Screen repair price Repair reflects the current prices as of March 2024 (last updated date). Samsung has the right to update the Mobile Screen Repair Price at any time.
- The Mobile Screen Repair Prices are valid for the above listed Models purchased from authorized outlets in the South Africa (the "Territory").
- The Mobile Screen Repair Prices are valid at the authorized service centre located within the Territory.
- Contact your nearest Samsung authorized service centre for a detailed fault description and final price information. Assessment fees will apply for quotes not accepted.
- Contact Samsung on 0860 726 7864 or click on the below link to find the closest authorized service centre near you: <https://www.samsung.com/za/support/service-centre/>
- For screen repair request pricing, please follow the below link [Cracked Screen? We can help. | Samsung South Africa](#)
- The Screen repair cost can be cheaper than screen replacement by up to 25%.
- If only the screen needs replacement, we can now isolate it without having to also replace other connected Parts, such as the bezel or frame.
- For your convenience, you can also request a repair collection and delivery at the below link. Fees will apply Door to Door link: [Door 2 Door | Samsung South Africa](#)

## Pricing

- **What is the difference between “Screen Repair” and “Screen Replacement”?**
- **Why is “Screen Repair” cheaper?**
- **Screen Repair** – Display screen damaged.  
In the “Screen Repair” service, only the display screen will be replaced. This makes it a more cost effective repair
- **Screen Replacement** - Display screen, bezel and frame damaged.  
This service includes the replacement of display screen, frame and bezel.
- **Does “Screen Repair” and “Screen Replacement” both have the same results?**  
The repair result will be the same depending on the repair requirement
- **What happens if I did not agree with the disclaimer at checkout and chose the wrong repair type?**  
The disclaimer is an indication of the “Screen Repair” program. If it is not applicable for your device, then standard repair costs will apply at the Authorised Service Centre. If the incoming inspection symptom is different from the initial reported symptom, recalculated cost may be charged.

## Payment Process

- **How do I make a payment, and do you offer Cash on Delivery option (COD)?**  
You are required to make a payment for the service charges to the advised Authorised Partner. Our Samsung Authorised Service Centre will sent payment details by email.
- **Do I pay before or after the service repair?**  
You are required to pay before the repair service.
- **Do I need to pay if my device is still under warranty?**  
In case of any other damage occurred by the End-user on the device it can dealt with as Out-of-warranty even if the device falls under warranty period. (Final inspection by Technician is required to determine final condition).