

Samsung Mobile Care – FAQs

1. Which devices can be covered by Samsung Mobile Care?

Samsung Mobile Care is available for Galaxy S7, S7 edge, S8, S8+, S9, S9+, Note 8 and Note 9.

2. What does Samsung Mobile Care cover?

In addition to the technical assistance and the 2 year warranty on your device provided by Samsung, Samsung Mobile Care protects the device from accidental damage in accordance with the policy.

Terms and Conditions.

The accidental damage includes:

Screen Damage: physical damage, such as cracking or breaking of the screen affecting the functionality of the Insured Product and limited to parts needed to fix a cracked or broken screen and back glass such as glass/plastic screen, LCD and sensors fixed to the screen.

Other Damage: liquid damage caused by unintentional spills in or on the Insured Product and any physical damage that can occur other than Screen Damage preventing access to the mobile device software or the ability to charge.

3. When does the insurance cover for my device start?

Immediately from the first day of purchase of Samsung Mobile Care (subject to the policy Terms and Conditions).

4. How long does my Samsung Mobile Care cover last?

The term is 2 years per device and ends automatically. An extension or a renewal is not possible once the contract has ended.

5. Who is the insurance partner for Samsung Mobile Care?

Samsung Mobile Care is underwritten by the insurance partner AWP P&C S.A. - Dutch Branch, trading as Allianz Global Assistance Europe, an insurer licensed to act in all EEA countries, with registered office at Poeldijkstraat 4, 1059 VM Amsterdam, the Netherlands.

6. How many claims does Samsung Mobile Care cover?

You are covered for 2 claims during the 2 year insurance period.

For each valid claim, a deductible of £69 will be collected by the Samsung Authorised Service centre.

7. What should I do to make a claim?

You should call the Samsung call centre as soon as possible on 0330 7267467 from 8 am to 10 pm. Make sure you have your certificate of insurance with you or your device' IMEI number. If you did not register your IMEI number at the time of purchase, then please go to <http://eu.mobilecare.svc.samsung.com/registdevice> to update it.

A Samsung agent will work with you to process the claim.

8. Where can I find the IMEI number of my device?

You can find your IMEI number by:

- inputting *#06# into your phone.
- or going through Settings on your phone.
- Also it should also be within the packaging that came with your phone when you purchased it.
- and also on the back of your phone.

If you need further support visit www.samsung.com/uk/support for contact details.

9. In which countries is my device covered by Samsung Mobile Care?

With Samsung Mobile Care, there is worldwide insurance coverage when travelling abroad (for trips up to a maximum duration of 60 days). You will be entitled to claim and get your device repaired or replaced exclusively in the country where you purchased your insurance.

10. Can I transfer my Samsung Mobile Care?

You can transfer the insurance to the new user of the device if you have purchased Samsung Mobile Care upfront. Please see the Terms and Conditions.

11. Can I cancel Samsung Mobile Care?

After purchasing your policy, you have a 14-day cooling-off period. If you cancel your policy in this period, you'll get a full refund if you haven't had any valid claims under the policy.

You can cancel your policy outside the cooling-off period, see the General Terms and Conditions for details

Call 0330 7267467 to speak with a Samsung agent and they will process your cancellation.

12. What is not covered by Samsung Mobile Care?

A number of policy exclusions apply. Theft, loss and cosmetic damage are not covered by Samsung Mobile Care. All other exclusions can be seen in the Terms and Conditions.