



- PACKAGING INSTRUCTIONS -

Packaging Instructions Summary:

Please ensure the device is packaged securely prior to shipping. Samsung recommends wrapping your device on all sides including the top and bottom with at least 2" (5cm) of air-cellular cushioning material such as Bubble Wrap® when shipping your device.



Place the wrapped item inside a sturdy outer box. Any accessories should also be wrapped in appropriate amounts of cushioning. Accessories should be placed in spaces alongside the device. Do **NOT** place any accessories on top of or underneath the device. Any spaces should be filled with soft material to ensure the device and any accessories cannot move inside the outer box.

Close and seal the top and bottom of the outer box with at least three strips of tape that is at least 2" (5cm) wide. Tape all seams and flaps.

- SHIPPING INSTRUCTIONS AND REPAIR TRACKING -

Shipping Instructions:

Samsung recommends the use of a trackable shipping service such as UPS. Please ensure the device is packaged securely.

All queries should be directed to Samsung at **800-SAMSUNG**.

Repair Tracking:

You can track your repair online by entering your Samsung Service Order number and phone number at the following address:

<http://www.samsung.com/us/support/service/tracking/>

If you have provided an email address and / or mobile phone number you will receive emails and / or text message status updates throughout the repair process.



- PLEASE COMPLETE & INCLUDE THIS FORM WITH YOUR DEVICE -

Please remove all PASSWORDS on your device prior to shipping as this will delay the repair process.

Samsung Service Order Details:

Samsung Service Order Number (Provided by the call center): _____

Description of Issue: _____

Device Details: (these details can be found on the base of the device)

Model Code: _____

Serial Number: _____

Please include the AC adapter, AC cable, and any other accessories that were supplied at time of purchase.

Please list other Items that may be included for service below:

Other items included: _____

IMPORTANT: For any repair that is outside of the warranty (by time or by scope), a cost estimation of repair will be issued. If you do not wish to accept the cost for repair, an inspection fee may apply to have the device returned unrepared.

Before sending your device, please ensure that you have a complete and working backup of all your software and data. If your reported problem has to be resolved with a complete product recovery, your personal data will be lost. We are not responsible for the loss of any data or software during the repair of your device.

Please ensure that adequate soft packaging, preferably Bubble Wrap®, is used to securely package the device and any accessories individually with at least a 2" (5cm) packaging around all sides. These should be placed into a box with suitable packaging to ensure the device and accessories cannot move within the box. Do not place any accessories on top of the device but to the side. The outer box should be securely sealed. Samsung will not be responsible for any damage caused by insufficient packaging. Your device may be returned in a new box if necessary.

Print Name: _____

Signature: _____

Date: _____