



Samsung Warranty

To obtain warranty service for your Samsung product, call Samsung's Customer Care Center at 1-800-Samsung (1-800-726-7864) have your Model Number, Serial Number, and a copy of your receipt on hand when you call.

For complete warranty terms and conditions, visit Samsung Warranty and Policy page.

Note: Any products that are/were purchased through EBAY or other Online Auction sites do not come with a warranty. Samsung Product Warranties are provided to the original owner only and are non-transferable upon re-sale of the product.

Samsung Extended Warranty

Samsung sells extended warranties for most of its products. Extended warranties are **not available** for the following product categories: Mobile Computing and Home Appliance. If you want an extended warranty for those products, we recommended purchasing one from the retailer you purchased your product from, if that retailer offers extended warranty coverage. Extended warranties are **not available** for Reconditioned or Refurbished Samsung products.

- **What does the Samsung Extended Warranty cover?**

Samsung Extended Warranty Plan begins after the manufacturer's warranty has expired. The plan pays 100% of covered parts and labor for unlimited repairs during the term of the contract. The extended warranty covers everything that the original manufacturer's warranty covers.

Important: For DLP lamp replacements, the customer is entitled to one lamp replacement **under the extended warranty** period.

- **What the Samsung Extended Warranty does Not cover?**

- Any product damaged by natural disaster, theft, abuse, or any damage that is NOT a result of mechanical component failure.
- Any costs above the normal rate such as overtime charges and additional trip charges unless specifically authorized.
- Routine maintenance and consumable items.
- Units in commercial settings such as a family business or office.

- Cosmetics: scratches, dents, and etc.
- Failures due to improper installation or pre-existing conditions.
- Equipment sold without the manufacturer's warranty or sold "as is".
- Damage resulting from unauthorized repair.
- Customer education and no problem found service calls.
- Any repairs performed outside of the Service Net/Samsung Extended Warranty Terms and Conditions.

If You Want an Extended Warranty

If you are interested in purchasing a Samsung Extended Warranty, please call toll free 1-866-309-9907. Have the model number and serial number of your product on hand when you call. You can use a Master Card, Visa Card, or check for payment.

Important: You can only purchase a Samsung Extended Warranty if there is **at least one month left on your original** manufacturer's warranty.

Reconditioned or Refurbished Products

To obtain warranty service for your Reconditioned or Refurbished Samsung product, call Samsung's Customer Care Center at 1-800-Samsung (1-800-726-7864) have your Warranty Statement, Model Number, Serial Number, and a copy of your receipt on hand when you call.

Important:

- Not all Reconditioned or Refurbished products have a limited warranty. For example: Reconditioned or Refurbished monitors, printers, and PCs, do not carry any warranty from Samsung.
- Any Reconditioned or Refurbished products that are covered will come with a limited warranty statement.
- Warranty service can only be performed by a Samsung authorized service center.
- Extended warranties are not available for Reconditioned or Refurbished Samsung products.
- There may be additional terms and conditions based on the product and place of purchase.

