

# Samsung Mobile Products

## Warranty Support

Please be advised that with effect from 10<sup>th</sup> May 2016, Samsung Mobile no longer offer Warranty Repair through the previous national network of independent repair agents.

For warranty support you must now contact Samsung Support by one of the following methods:

Telephone: 0330 726 7864

On-line: <http://www.samsung.com/uk/support/>

When making contact you will need to be aware of the model number, IMEI & serial number of your device. If a warranty repair is authorised, your device may be sent to a central repair facility where it will be fully re-set as part of the repair process.

Julecom might still be able to repair your Samsung device as we still have the same repair staff & stock of genuine spare parts. Any repair service by us will be treated as a chargeable, non-warranty repair, which could invalidate any remaining warranty. If the faults are due to physical or liquid damage, then warranty has probably been invalidated anyway.

Thank you for your understanding

Julecom Service Ltd

May 2016

## Non Warranty Services

If you want to arrange for the Samsung courier to pick up and drop off at our shop. (saves you waiting in at home on those days).	£5
Back-up (where possible) and restore of data before and after sending away for repair. ( includes above service)	£15
Software re-install, reset or update service	£15
Evaluation of suitability for sending for warranty repair *	FOC
Minor repairs prior to sending for warranty repair (eg broken camera lens etc)	Quote required (£5 to £15)
Other repairs, such as charge ports, touch screens, display assemblies, etc	Quote required (from £20)

\* Samsung may reject devices from warranty repair which show any signs of physical or liquid damage. Sometimes we are able to conduct minor repairs or advise on possible reasons for rejection that might result in the £35 Samsung rejection fee. Acceptance criteria are constantly being reviewed and internal damages can't be seen so we can't accept any responsibility for any rejections.