

SAMSUNG MOBILE WARRANTY INFORMATION

WARRANTY CONDITIONS

1. The warranty is confined to the first purchaser of the product only and is not transferable.
2. Repairs under the warranty period shall be carried out by company authorized personnel only. The details of the service centers can be taken from the centralized helpline.
3. In case of any damage to the product / misuse detected by the Authorized Service Centre personnel, the warranty conditions are not applicable and repairs will be done subject to availability of parts and on a changeable basis only.
4. The company's obligation under this warranty shall be limited to repair or providing replacement of parts only.
The maximum claims if entertained by the company will be subject to the maximum retail price of the product purchased or the purchase price, whichever is lower.
5. The parts which are consumable / subject to normal wear and tear / aesthetical in nature such as batteries, plastics, glass items, connectors, antenna wires, cables, etc. are not covered under the warranty.
6. In the event of any unforeseen circumstance, and spares not been available, the company's prevailing depreciation rates will be binding on the purchase to accept as a commercial solution in lieu of repairs.
7. In the event of the company offering an EXTENDED WARRANTY period for any specific product, it is the RESPONSIBILITY OF THE PURCHASER to get the warranty card duly registered with the nearest Authorized Service Centre of the company, within 2 weeks of purchasing under such an offer, at the purchaser's cost and risk only.
8. Warranty conditions are not applicable for defects due to causes beyond our control such as lightning, abnormal voltage, acts of god, defects while in transit to service centre or to purchaser's residence.
9. Warranty is valid for products purchased in Sri Lanka through the authorized dealer / retailer network.

WARRANTY IS NOT APPLICABLE IN ANY OF THE FOLLOWING CASES:

1. The completed warranty card is not presented to the service engineer at the time of repairs being undertaken / requested.
2. The product is not purchased from an Authorized Samsung Dealer.
3. The product purchased is not used according to instructions given in the INSTRUCTION MANUAL, as determined by the company personnel.
4. Defects caused by improper use, as determined by the authorized service centre / company personnel.
5. Modifications or alterations of any nature made in the circuitry by the purchaser or unauthorized personnel, as determined by the company personnel.
6. The product is being used for commercial purposes.
7. Site (premises where the product is kept) conditions that do not conform to the recommended operations of the machine / unit.
8. The original serial number is removed, obliterated or altered from the product.
9. Defects due to causes beyond our control like lightning, abnormal voltage, acts of god or while in transit to service centre or to the purchaser's residence.
10. Defects caused by animals or insects.
11. Service will not be carried out without the warranty card / original purchase documents.

For any further information / assistance, please visit:

www.samsung.com/in/support