Samsung Warranty Process NZ

WARRANTY PROCESS

**INTRODUCTION**

* The following information is a guide for Samsung B2B Warranty and Returns to help our Channel Partners understand the process to follow in regards to faulty product.
* Following the correct process will ensure a positive experience for End-User, Reseller, and Distributor

**Areas covered for DOA Returns (less than 14 Days):**

1. **Technical Return** 
   1. When a product faults within 14 days from the date of invoice, or date of delivery (evidence of delivery date required).
2. **Concealed Damage**
   1. When there is damage to unit itself and no visible corresponding damage to the packaging can be seen.
   2. It is important to carefully inspect all incoming shipments for visible damage to the packaging.
   3. Please be aware that once you have signed for a shipment as ‘clean’ you are accepting that you received the shipment in good condition. If damage to the shipment packaging is found after it has been signed for we will not be able to claim this against Fliways (Samsung 3PL). Claims with visible damage will be rejected.

**In Warranty Service**

1. Where product fault is outside of 14 days from purchase and within the specified warranty period of the product (ie 3 years for Monitors and Commercial Displays), the product can be eligible for ‘In-Warranty Service’ by a Samsung Authorised Service Agent

1. Reseller contact Samsung support when DOA occurs (within 14 days of sale), or for a warranty repair
   1. Complete the RA form and send it to [**ssc.senzreturn@sscap.samsung.com**](mailto:ssc.senzreturn@sscap.samsung.com)or contact Samsung support (0800 726786) where they will go through a quick troubleshooting to check the product and if it is deemed faulty they will log a job and will ask the caller to make sure they complete the RA form and provide a copy of proof purchase either from distribution or from reseller.
   * If the display fails 28 days after date of delivery, reseller must call 0800 SAMSUNG (0800 726 786), or by emailing [nz.support@samsung.com](mailto:nz.support@samsung.com) to log for a repair
2. Once all the required paper work has been supplied, then a job # will be raised so it can be sent to CSP / Service agents for inspection. If the product is deemed faulty after inspection a pre-approved notification will be send out to Reseller, Distribution company, Samsung RA team. If the product isn’t faulty then it will get sent back to the reseller. This process can take up to 4 days (not including courier time)
3. When our RA team receives the inspection report then they will process the request and arrange the faulty unit to be sent to the correct warehouse. From there a credit will be generated and passed to the distribution company. (this process will can take up to 10 days)

**Non IT product & Accessories:**

1. DOA period is 14 days from date of sale. If outside 14 days of sale (but still within warranty) then the goods will only be entitled to repair.
2. If within 14 days of sale, no prior vendor approval required please proceed to Return Authorisation request and exeed will process for you.
3. If outside 14 days of sale please contact Samsung Customer Care on **0800 726 786** to have the item accessed for repair.