

# Limited National Service Guide

# Smart Signage

# Displays

A guide to Samsung warranty coverage for Smart Signage displays installed in Europe. Please refer to detailed warranty information for your product for complete coverage, limitations and exclusions.

Samsung Smart Signage displays are covered by limited warranty. The warranty covers any manufacturing defects during a period of 3 years and includes *Onsite repair* or *Collect, repair and return (CRR)* service for contracts signed after January 1, 2011. For information and pricing on extended warranties, please contact your Samsung subsidiary.

Samsung has consistently had the highest service- and customer ratings in their respected categories. Samsung has authorized service centers across Europe.

### THE WARRANTY COVERS

- Repair or replacement of defective products.
- On-site Service. Pick-Up, repair and return (CRR) service where on-site repair is not available

### NOTES AND LIMITATIONS

- The warranty or extended warranty applies only to usage according to specification, 16 hours/day or 24 hours/day depending on model. For details please see user manual for relevant model.
  - Warranty coverage is not transferable unless specifically agreed in advance with your Samsung representative in writing
  - Samsung follows standard ISO13406-2 class2 pixel policy
  - Consumables such as batteries, fuses, plugs, etc. are not covered under the warranty
  - Remote controls and other accessories are not covered by a possible extended warranty
  - The liability of Samsung Electronics (or its authorised service providers) is limited to the cost of repairing the product under warranty
  - Customers are responsible for ensuring that any defective products returned to Samsung are properly packed and insured. Samsung or its appointed repair agent will not be held responsible for any resulting loss suffered as a failure to do this. The Warranty does not affect or limit any consumer's statutory rights.
  - Samsung reserves the right to offer an equivalent replacement model of Samsung Smart Signage displays in the event that Samsung deems in its sole discretion that the Samsung Smart Signage display which is returned cannot be repaired or it is uneconomical to do so. If on site repair is undertaken, the customer must provide a location or room with a table and power outlets to allow the set to be repaired and tested.

Samsung is not liable to any form of direct, indirect or consequential loss suffered by a customer during any downtime. Samsung recommends using small buffer stock to keep downtime at a minimum.

## HOW TO CLAIM PRODUCT SERVICE

- Retrieve the model code and serial number of the product, your contact details, and a fault description.
- Contact Samsung Business support by phone or e-mail. Contact details are found below.
- Your request is confirmed with a reference number. A Samsung authorized service centre will contact you for an appointment.

### **NEED HELP** QUICK? Hot Line for Business Calls

(All Business days, Monday-Friday 09.00 to 17.00 local time)

Sweden	+46 771 SAMSUNG (0771-726 78 64)	b2b.se@samsungsupport.net
Norway	+47 815 56480	b2b.no@samsungsupport.net
Finland	+358 030 62 27 515	b2b.fi@samsungsupport.net
Denmark	+45 70 70 19 70	b2b.dk@samsungsupport.net