

# Returns and Faulty Goods Policy

**Thanks for choosing Samsung. We hope you love your new product.**

If you are not happy with your purchase for any reason, you will find all your options and next steps detailed below, with links to useful resources and contact methods.

## **If you have changed your mind**

We will be happy to accept a return and offer an exchange or refund, as long as the following criteria are met:

- You notify us within 14 days that you wish to return the product(s) – see the 'How do I return my product' section below.
- The product(s) must be in an as new condition with all original packaging, accessories, and any free of charge products supplied with the product(s).
- You must not have handled the product(s) more than if you were reviewing it in a retail store before purchase. If you have used the product(s) more than this, or installed the product(s), connected the product(s) to services such as water or gas, inputted any data, or installed software, we will make a deduction from your refund for the reduction in value of the product(s).
- While in your possession, you must take reasonable care of the product(s). Products must be returned undamaged. See 'If your product is damaged on delivery' section below for instructions of what you must do if your product(s) arrived damaged.

If you have selected for us to carry out any installation or similar services and you request a return because you have changed your mind: (a) you will not be entitled to a refund for any services either commenced or completed; (b) we will not be required to uninstall or reverse services provided to enable you to return the product(s); and (c) the above requirements in respect of the return and refund continue to apply.

## **If your product is damaged on delivery**

If your item arrives damaged, it's important you let us know as soon as possible. For damage that can be seen (e.g. to the packaging or outside of the product), you must **contact us** within 72 hours of delivery. Our Customer Support team will discuss your options for a refund or exchange.

Any damage not reported to us within 72 hours will be determined to have been caused by your handling of the product(s), unless it can be proven otherwise. We may reduce the amount of any refund to reflect the reduction in the value of the product(s) caused by the damage.

## **How do I return my product if I have changed my mind?**

You can return all product(s) within 14 days from the day you receive them. For information on cancellation of orders of phones with Pay Monthly Contracts, please see the **Pay Monthly Contract FAQs**. For all other orders, please follow the instructions for **Smaller items** or **Larger items** below.

### **Smaller items e.g. Phones, Tablets, Watches etc.**

1. Go to **Order Lookup** on Samsung.com
2. Search for your order using your Order ID, which can be found in your order confirmation email
3. Select 'Return' or 'Exchange' next to the relevant product, and select the reason for your return
4. Download your returns label and print
5. Package the device carefully and include any accessories or bundled promotional items you received with your order (whether free or discounted)
6. Seal the package and affix the returns label
7. Take the package to your nearest **DPD drop-off point**

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Please note: You must return goods without undue delay and in any event within 14 days of requesting a return. If you send us your item(s) after 14 days has passed, we reserve the right to refuse your return.

## Larger items e.g. TVs, Fridges, Washing Machines etc.

Larger items need to be collected, so please [contact us](#) to arrange a collection. You will need your order ID and delivery details to hand.

Please securely package your item in the original packaging, along with any bundled or promotional items you received with your order (whether free or discounted).

Once we have received your returned order, we will process a refund or exchange as set out in the [Terms and Conditions of Sale](#). We will email confirmation that your return has been received, and again, when it has been processed.

All returns can take up to 14 days to process. If you have not received confirmation of your return after 14 days, please [contact us](#). A Customer Support agent will be in touch, if we require any further information to process your return.

## Please note:

- Refunds can only be made to the original payment method
- A full refund will not be provided (and a reduced amount refunded instead) if:
  - you have handled the product more than if you were reviewing it in a retail store before purchase, including if you have installed the product(s), connected the product(s) to services such as water or gas, or inputted any data, or installed software, we will make a deduction from your refund for the reduction in value of the product(s);
  - the product(s) are not returned in an as new condition with all original packaging, accessories, and any free of charge products supplied with the product(s);
  - the products(s) are returned damaged.

## If your product is faulty

If you are having difficulty using any of our products, you can use our [troubleshooting tool](#) or helpful [support guides](#) to find the appropriate solution yourself.

You can also search the [Samsung Community](#) for answers, or post a question yourself.

If you believe your product is faulty, then please [contact us](#) within 30 days of delivery to confirm whether you require a repair, replacement or refund.

After 30 days, please [contact us](#) to discuss your options.

Please see '[If your product is damaged on delivery](#)' section above for instructions on what you must do if your product(s) arrives damaged.

**The above does not affect your statutory rights.**