



Customer Returns Form

You will have to book in a returns job with Samsung. Samsung usually quote 5 - 7 working days for all repairs from the day they receive the handset. You will need to have your handset in front of you before making the phone call as Samsung will ask you for information that can only be found on the back of the handset behind the battery. Please call Samsung on +44(0) 8702420303.

Once completed they will send the handset back to you. No charges will be made to you for packaging and posting

Please ensure you keep a note of the job reference number below and fill out the form below. Keep a copy for yourself and include one along with a copy of your proof of purchase with your handset inside the returns jiffy bag Samsung will send out to you shortly.

Samsung Job Ref: _____

Kuehne and Nagel
Unit 2A
Appletree Road
Chipping Warden
Banbury
Oxon
OX17 1YN
Tel: 01295 663 000

Date: _____
Handset Make: _____
Model: _____
Serial Number: _____

This handset has been returned faulty with the following fault:

Please note if, for any reason, the handset cannot be repaired under warranty then there will be a charge of GBP 17.63. Manufacturers Warranty is not covered for the following reasons: Physical / cosmetic damage, LCD screens being cracked, liquid damage / ingress or phones being blocked. Please ensure you enclose a copy of your invoice with the returned handset along with a description of the fault.

If you do not include the above, the handset may be returned to us, which will incur delays and additional expenses.

Signed: _____ Date: _____