

FREQUENTLY ASKED QUESTIONS

Q1. What coverage options does Samsung Care+ offer?

A1. Samsung Care+ with Theft and Loss provides insurance coverage for loss, theft and damage, and service contract coverage for accidental damage from handling (such as drops, liquid spills and cracked screens), including cracked screen repairs for as low as \$29 per claim, post warranty mechanical breakdowns and 24/7 Expert Support. Service fees and deductibles apply.

With Samsung Care+, enjoy 24/7 Expert Support and coverage for accidental damage from handling including drops, liquid spills, and cracked screens. Plus, coverage for malfunctions after the manufacturer's warranty expires. Service fees apply.

For New York customers, Samsung Care+ standalone insurance coverage (option available for NY Customers Only) provides replacement if your device is lost, stolen or damaged (excluding ADH) with a per claim deductible.

Please see your program's Terms and Conditions for full coverage details:

Samsung Care+ with Theft and Loss

Samsung Care+

Theft and Loss Insurance Coverage Only (NY Customers Only)

Q2. How do I enroll in Samsung Care+?

A2. You can enroll in Samsung Care+ a few different ways. You can enroll when you are purchasing your device on **Samsung.com** or in one of our Samsung Experience Stores. If you've already purchased a Samsung device and want to see if you are eligible to enroll in any Samsung Care+ program, please **click here**.

Q3. If I buy a new, eligible device will my current protection plan carry over?

A3. No, your current protection plan will not carry over to your new mobile device. You must enroll your new mobile device in Samsung Care+. You can do this at the time of device purchase or if you've already purchased your new device and want to see if you are eligible to enroll, please **click here**.

Q4. What is the cost of Samsung Care+?

A4. Price varies based upon device model and Samsung Care+ program selected and will be provided at time of purchase. You can find all the information about costs, as well as information on how to gain access to 24/7 Expert Support or claims filing benefits at www.asurion.com/samsung

Q5. How can I file a claim or get support?

A5. Visit www.asurion.com/samsung or call us at **1-866-371-9501** for 24/7 support. At the time of claim, the agent will determine the repair/replacement needed and inform you of the type of service you will receive.

Q6. How do I cancel my Samsung Care+ enrollment or update my enrollment and billing information?

A6. If you want to update your enrollment or payment details, please sign in to your **Samsung.com** account and access My Subscriptions to remove coverage or update enrollment and billing information. If you want to cancel your Samsung Care+ Single Pay (24-month term) within 30 days of enrollment, please contact Samsung at **866-371-9501**. If you have been enrolled for more than 30 days, please email **departmentC@asurion.com**, include name, mailing address and proof of purchase for a refund. All refunds will consider any completed claims in the refund amount due.

Samsung Care+