

SAMSUNG Care+

FREQUENTLY ASKED QUESTIONS

Q1. What does Samsung Care+, Samsung Care+ with Theft and Loss, and Samsung Premium Care cover?

Samsung Care+, Samsung Care+ with Theft and Loss, and Samsung Premium Care includes setup assistance and remote technical support, as well as coverage for accidental damage from day one (such as drops, liquid spills, and cracked screens), and failures due to normal wear and tear after the manufacturer's warranty expires. Samsung Care+ with Theft and Loss also provides replacement coverage for devices that are lost, stolen, damaged or unrecoverable. Please see your program's Terms and Conditions for full coverage details at <https://www.asurion.com/samsung/samsung-terms-conditions/>.

Q2. How do I enroll in Samsung Care+ or Samsung Care+ with Theft and Loss?

A2. All eligible mobile devices can be enrolled in Samsung Care+ or Samsung Care+ with Theft and Loss on Samsung.com at time of device purchase.

Eligible devices, that are within 60 days of phone activation, can also enroll in Samsung Care+ via the Samsung Members app. Simply launch the app and search for "Samsung Care+." Click on the content card that appears, and then click "Check Eligibility." If your device is eligible, you will then be prompted to follow the steps for enrollment.

Q3: If I buy a new, eligible device will my current Plan carry over?

A3: No, your current Plan will not carry over to your new mobile device. You must enroll your new mobile device in a new Samsung Care+ or Samsung Care+ with Theft and Loss plan on Samsung.com at time of device purchase. Also, you must cancel your current Plan on your previous device if you do not wish to keep your current Plan on your previous device.

Q4: What is the cost of Samsung Care+?

A4: The cost of Samsung Care+ and Samsung Care+ with Theft and Loss varies depending on your device and is automatically billed on a monthly basis to the credit card you provide at time of enrollment. It will be automatically billed each month for three years unless you cancel coverage, or it is canceled for one of the specified reasons stated in the terms and conditions, for example, non-payment. Please see your program's Terms and Conditions for full coverage details.

Q5: What is the service fee for a claim?

A5: Samsung Care+ is a service contract that covers mechanical breakdown and accidental damage from handling with a low service fee for approved claims. The service fee varies depending on the claim. There is no service fee for mechanical breakdown claims. Please see your program's Terms and Conditions for full coverage details.

Samsung Care+ with Theft and Loss is a combination of service contract and insurance. Loss, stolen, and unrecoverable devices are covered under the insurance program with a low deductible for approved claims. Accidental damage from handling is covered under the service contract program with a low service fee for approved claims. There is no service fee for mechanical breakdown claims. Please see your program's Terms and Conditions for full details.

Q6: Is there a limit to the number of claims I can make?

A6: For Samsung Care+: For accidental damage from handling claims, there is a maximum of three (3) claims in a 12-month period. There are no repair limits for mechanical breakdowns. Please see your program's Terms and Conditions for full coverage details.

For Samsung Care+ with Theft and Loss: For loss, stolen, damaged, and unrecoverable claims, there is a maximum of three (3) claims in a 12-month period. For accidental damage from handling claims, there is a maximum of three (3) claims in a 12-month period. There are no repair limits for mechanical breakdowns. Please see your program's Terms and Conditions for full details.

For Samsung Premium Care: For accidental damage from handling claims, there is a maximum of three (3) claims in a 12-month period. For mechanical breakdowns, there is a one (1) replacement limit.

Q7. What is the length of coverage for my mobile device?

A7. Samsung Care+, Samsung Care+ with Theft and Loss, and Samsung Premium Care is payable on a monthly basis and covers your device for up to three (3) years from the original date of purchase. Samsung Care+, Samsung Care+ with Theft and Loss, and Samsung Premium Care may be canceled by you at any time. Please see your program's Terms and Conditions for full details.

Q8. When does coverage begin?

A8. With the exception of mechanical breakdown coverage, your coverage begins immediately after purchase. After the Samsung manufacturer warranty expires, coverage for mechanical breakdowns begin. Please see your program's Terms and Conditions for full details.

Q9. I don't live in one of the 50 United States. Can I still purchase Samsung Care+ for my mobile device?

A9. No. Samsung Care+ is currently only available to customers who live in the continental United States, Hawaii, Alaska, and Washington D.C. Samsung Care+ with Theft and Loss may not be available in all States, your eligibility will be determined at the time of checkout.

Q10. Can I cancel Samsung Care+, Samsung Care+ with Theft and Loss or Samsung Premium Care?

A10. Yes. You can cancel Samsung Care+, Samsung Care+ with Theft and Loss, or Samsung Premium Care at any time, for any reason, by calling Samsung at 1-866-371-9501, 24 hours a day, 7 days a week, or by mailing a request for cancellation to the address specified in your Terms and Conditions. You can also login to your Samsung account on Samsung.com, click on "My account," and then "My Subscriptions." You will then see your active Samsung Care+, Samsung Care+ with Theft and Loss or Samsung Premium Care Subscription and an option to cancel. Please see your program's Terms and Conditions for full coverage details.

Q11. How can I access remote tech or set up support for my Samsung device?

A11. Call us at 1-866-371-9501 or visit us at www.asurion.com/samsung to access remote support.

Q12. What are the hours of service?

A12. A Samsung Care+ Pro can help 24 hours a day, 7 days a week. Call us at 1-866-371-9501.

Q13. How do I file a claim for my Samsung device?

A13. To file a claim, call us at 1-866-371-9501 or click below to make a claim online:

For Galaxy S10 devices and any other eligible mobile phone enrolled after 4/4/19:
<https://www.asurion.com/samsung/>.

For eligible mobile phones (besides Galaxy S10) enrolled before 4/4/19:
<https://premiumcareclaims.com/>.

Q14. If my claim is approved, how soon can I expect to receive my replacement device?

A14. In most cases, replacement devices are shipped next business day when available, once a claim is approved.

Q15. Do I have to return my claimed device?

A15. Yes. Once you receive your replacement device and you have successfully transferred your data to the replacement device, you are responsible for returning the claimed device to us within 10 days by using the provided packaging. If the claimed device is not returned within 10 days of receiving your replacement device, you will be charged an unrecovered equipment fee, not to exceed manufacturer's retail price. Please see your program's Terms and Conditions for full details.

Q16. Is there a wait period before I can file a claim?

A16. No, when you purchased Samsung Care+ or Samsung Premium Care, your coverage began immediately. Claims for eligible events that occurred after your coverage effective date may be filed immediately. Please see your program's Terms and Conditions for full details.

Q17. What is not covered under Samsung Care+, Samsung Care+ with Theft and Loss, or Samsung Premium Care?

A17. Samsung Care+ with Theft and Loss insurance coverage excludes: loss caused by indirect or consequential loss, intentional acts, obsolescence, cosmetic damage, faulty repair, unauthorized repair or replacement, discharge, dispersal or seepage, abuse, failure to follow the manufacturer's instructions, manufacturer recall, mechanical or electrical failure, damage to batteries (unless otherwise covered as part of an Included Accessory when part of a Loss to other Covered Property), malware, nuclear reaction, war, seizure, nonstandard software, and failure to reasonably protect the device from further loss. Complete exclusions and limitations can be found in the full terms and conditions of the program.

Please refer to the program's Terms and Conditions for a complete list of limitations and exclusions for Samsung Care+ and Samsung Premium Care service contract programs.

Q18. What if I don't feel comfortable carrying my phone in to the service location for repair?

A18. Steps are being taken to provide extra protection for you and your phone with curbside assistance. Simply call the uBreakiFix service location when you arrive in the parking area and provide your vehicle information. An associate will assist you within minutes.

Q19. What steps are being taken to sanitize equipment?

A19. The top priority is to keep you safe. Precautions are being taken to ensure a sanitary environment for both the technicians and the phones. Technicians are wearing gloves, repaired phones are being sanitized when received and prior to being returned to you, and all workstations, tools and countertops are frequently being sanitized.

Q20. What steps are being taken when delivering a replacement phone?

A20. We know how important it is to stay connected right now. Once a claim is approved, your replacement phone will be shipped the next business day, and to keep you safe, we've added no-touch delivery.