

I was quoted \$288, by an authorised Samsung service centre, for a repair caused by a failed Samsung software update. On the 26 of February 2021 a Samsung update failed to complete on my Samsung tablet, this resulted in the loss of approximately 90% of all applications, reconfiguration of all home screens and the deactivation of the home button. I rang Samsung call centre, spent two hours on the phone with the operator trying to fix the problem. Eventually the operator said that someone would call me back within 48 hours. I waited the 48 hours and rang the call centre back. They then said that I had to go to the service outlet. I produced the tablet on 28 February. Where I kept being told that the unit was old, I felt that they were trying to get me to upgrade. I argued that the unit was in excellent condition prior to the failed update, despite its age. The manager of the store told me that to buy the equivalent unit new, was around \$300. However, I just wanted my unit fixed, so they sent it off for repair (submission 1). On 5 March I received an email from the service centre quoting \$380 to fix the unit, with a good will reduction of \$88, bringing the cost of repair to \$292 (submission 2). I once again argued that the unit was in good condition prior to the update and therefore I believed that this fault was not due to my actions. I eventually had to go back into the store to demand that they do a software update to fix the problem which I believed to be a result of the failed software update of 26 February. The dates for here on in are uncertain; I do remember that it took some time to get the unit back. The software update was successful, the home button was working again and I then had to go through the process of reinstalling all the applications that were deleted and the home screens have been forever changed. When I picked the unit up I said that I wished to lodge an official complaint as I felt that the service centre were trying to either get money for nothing or to prompt a device upgrade, given the service cost was almost the same as the cost of a new unit. I left the complaint with them but as I had had no feedback by 8 April (which I believe was approximately 28 days after picking up the unit and lodging the complaint) I contacted Samsung again and was very disappointed with their response. By saying "to avoid not knowing when or if damage occurs in their hands" they are now photographing all devices left for service, I felt that they were trying to put the blame for the fault back on to me (submission 3). If I had no knowledge of the impact of software on internal drivers and the persistence and determination for Samsung to install the software updates, I would either have no functional tablet or would have had to upgrade. I am still using the unit now and it is functioning properly since the software update performed by the Samsung service centre. This was clearly a fault caused by a Samsung update as evidenced by the repair carried out, yet this could have cost me \$288 or the cost of new unit.