

Samsung - 28-02-2021 - Samsung IM Service Authorisation Notice

Inbox



Samsung AU <noreply@jotform.com>

Sun, Feb 28,
3:36 PM

to me

Samsung Service Authorisation Notice

Dear Customer,

Thank you for contacting Samsung Electronics Australia Pty Ltd (**Samsung**) in relation to a possible repair or replacement of your Samsung device.

Before Samsung is able to accept your device, please read this Samsung IM Service Authorisation Notice (**Notice**) carefully, and if you agree with its terms, please click the required check boxes and sign in the space provided at the bottom. Unfortunately, Samsung is unable to proceed until we receive a signed copy of this Notice.

By providing your device to Samsung, you acknowledge and agree to the following:

- 1. User-Generated Data** Please ensure that you have made a copy of all user-generated data saved on your device and/or any memory cards, as the repair or replacement of your device will result in the loss of such data. User-generated data includes files stored on a smartphone or tablet device, or on a memory card (such as telephone numbers, SMS messages, photographs, videos and other files). Samsung will not be liable for the loss of user-generated data associated with the repair or replacement of your device.
- 2. Removal of SIM/memory cards and passwords/locks:** Where it is possible, please remove all SIM and/or memory card(s) installed in your device prior to providing it to Samsung for repair or replacement. In addition, where applicable, please remove all passwords and/or locks from your device in order to provide Samsung with full access to it. We also recommend removing any encryptions, locks or passwords you have added to your memory card prior to providing your device to Samsung, as you may not be able to recover your data from the memory card if any encryptions, locks or passwords are not be removed.
- 3. Device Diagnostics:** During the service process your device may be connected to the Samsung diagnostics program 'Galaxy Diagnostics.' This program is designed to diagnose errors with your device so as to better assist in providing you with a solution. This program will collect information such as device information (Model, IMEI and/or Serial Number), Hardware information, Error information and Error diagnostics values.
- 4. Use of Refurbished Goods and/or Parts in Replacement or Repair of your Device:** Samsung sometimes replaces defective devices with refurbished devices (rather than new devices) or uses refurbished parts to fix defective devices. As such, goods presented for repair may be replaced by refurbished goods of the same type rather than being

repaired. Refurbished parts may be used to repair the goods. If your device is replaced by a refurbished device, please note that the refurbished device is a replacement device and not a loan device. Your original device will not be returned to you.

5. **Software Update:** As a part of Samsung's standard repair process, the software on your device will be updated to the latest version. Samsung is unable to downgrade the software version or update to a different version of software (other than the latest version).

6. **Accessories:** Please retain any removable accessories to your device (e.g. smartphone cases or covers) prior to providing it to Samsung. During the repair process or if your device is replaced, accessories that are not removed from your device (e.g. screen protectors) may be required to be removed and will not be returned to you.

7. **Labour Inspection Fee for Additional Damage:** If, upon inspection, Samsung determines that there is an additional issue with your device which is deemed to have been caused by customer-induced damage or abnormal use and if that issue was not initially disclosed or apparent to Samsung after a visual inspection of your device (i.e. if customer-induced damage is identified on an internal component of your device that is additional to any external physical damage identified), Samsung will provide you with a revised repair fee. If you decide not to proceed with the revised repair fee, Samsung may deduct a labour inspection fee of \$66.00 (inclusive of GST) from the original repair fee you paid when the original repair fee is refunded to you.

8. **ACL:** Nothing in this letter is intended to limit or restrict your statutory rights under the Australian Consumer Law.

If you have any concerns regarding this notice, please review the warranty card or by visiting the Samsung website www.samsung.com.au/support/warranty or alternatively, please call Samsung's Customer Contact Centre on 1300 GALAXY (1300 425233)

Thank you for your cooperation.

Kind regards,

Samsung Electronics Australia Pty Ltd

SAMSUNG

Store

Name Karen Davis

E-mail

Signature::

Date: 28-02-2021

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Privacy Collection Notice: Samsung is committed to protecting your privacy. Samsung (or a third party on our behalf) may ask you to provide us with personal information including your name, address and contact details, so that we can assist with your enquiry. You acknowledge that the information you provide will be collected by or on behalf of Samsung and may be disclosed to other Samsung group companies and to third parties that help us deliver our products and services (including suppliers, contractors, dealers, agents and business partners) or as required by law. Some of these parties may be located outside of Australia, including in Korea, Singapore, Vietnam, the Philippines and other countries included in our Privacy Policy. Our Privacy Policy, available at www.samsung.com/au/info/privacy.html, explains how we collect, use and disclose personal information and how you may access and correct the personal information that we hold about you. It also tells you how you may contact us to complain about a breach of the *Privacy Act 1988* (Cth), and how we will deal with such a complaint. If you have any queries please contact our Privacy Officer by calling Samsung Head Office on (02) 9763 9700 or via email to privacy.au@samsung.com. In providing your personal details to us, you consent to the collection, use, storage and disclosure of that information as described in our Privacy Policy.