



# Warranty Information

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# AUSTRALIA

## WARRANTY FOR AIO PC PRODUCTS (All IN ONE Personal Computers)

### PART I GENERAL TERMS AND CONDITIONS

The Australian Competition and Consumer Act (2010) (including the Australian Consumer Law) and the New Zealand Consumer Guarantees Act (1993) as well as other laws in each of those jurisdictions guarantee certain conditions, warranties and undertakings, and give you other legal rights, in relation to the quality and fitness for purpose of Samsung consumer products sold in Australia and New Zealand respectively.

For products sold in New Zealand, these guarantees cannot be modified nor excluded by any contract, except in those circumstances contemplated by section 43(2) of the New Zealand Consumer Guarantees Act.

In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the Australian Competition and Consumer Act the New Zealand Consumer Guarantees Act and other laws. This Warranty gives you additional protection for your Samsung consumer product, and identifies a preferred approach to resolving warranty claims which will be quickest and simplest for all parties, subject to the exclusions, terms and conditions below.

#### **I. Coverage and Application**

(A) Samsung Electronics Australia Pty Ltd of 3 Murray Rose Avenue, Sydney Olympic Park NSW 2127 ("Samsung") warrants that your Samsung product:

- is of acceptable quality;
- does not have a latent defect.

(B) For the purpose of this Warranty, a "Samsung product" is a product which:

- was manufactured by or on behalf of Samsung; and
- bears a trade mark owned or used by Samsung (generally "SAMSUNG"); and
- was sold by an Authorised Reseller or Distributor of Samsung; and
- was purchased either in Australia or New Zealand,

but does not include any hardware or software which is packaged or sold with a Samsung product unless that item is incorporated into the Samsung product or, in the case of software, pre-loaded onto the Samsung product at the time of sale or that is itself a Samsung product.

#### **II. Warranty Period**

(A) The period during which this Warranty is in effect will depend upon the Samsung product to which it relates. In all cases the commencement date for the period is the actual day of purchase, as reflected on the Authorised Reseller's or Distributor's invoice / receipt provided to you. The period during which each Samsung product which is the subject of this Warranty is covered by this Warranty is identified in Part II of this Warranty.



### **III. Warranty Claim**

- (A) If you consider that the Samsung product which you have purchased is not of acceptable quality, has a latent defect, or is otherwise not compliant with the conditions, warranties, undertakings, and legal rights given to you under Australian Law or New Zealand Law (for example, it appears faulty, or does not work at all or properly), you can make a claim under this Warranty.
- (B) Except where an International Product Warranty has been provided with your Samsung product, warranty service will only be provided in the specific country where the Samsung product was originally purchased. For example, if you have purchased the Samsung product within Australia, warranty service will be limited to Australia only. If you have purchased the Samsung product within New Zealand, warranty service will be limited to New Zealand only.
- (C) If you purchased this product in Australia and wish to make a claim under this Warranty, you should:
- contact 1300 362 603;
  - visit the nearest Samsung Customer Service Plaza; or
  - visit [www.samsung.com/au](http://www.samsung.com/au).

If you purchased this product in New Zealand and wish to make a claim under this Warranty, you should:

- contact 0800 SAMSUNG(726786);
- visit the nearest Samsung Customer Service Plaza; or
- visit [www.samsung.com/nz](http://www.samsung.com/nz).

#### **PRODUCT ONLINE REGISTRATION**

You can register your product online at [www.samsung.com/au](http://www.samsung.com/au) for customers in Australia and [www.samsung.com/nz](http://www.samsung.com/nz) for customers in New Zealand. While registration is not necessary to make a claim under this Warranty, it may assist Samsung to process any claim which you may make more quickly.

- (D) When you make any claim under this Warranty it is essential that you provide a copy of your proof of purchase of the Samsung product, whether in person, by email or by fax. A claim under this Warranty is not formally made unless and until that proof of purchase is provided. This does not detract from your statutory rights.
- (E) You will not be able to gain the benefit of this Warranty without making a claim. A claim must be made within the Warranty Period.
- (F) If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung product is valid (having regard to the terms of Part II of this Warranty), and:
- (a) if the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung product, or replace the Samsung product with the same or similar product or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances and at no cost to you. 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; or
  - (b) if the goods cannot be repaired or the failure to comply with the warranty is a major failure or a failure of substantial character, you may reject the goods or require Samsung to pay you compensation for any reduction in the value of the goods below the price paid or payable by you for the goods.

Samsung's preferred approach to resolving claims under this Warranty is set out by product in the tables in Part II of this Warranty, although each claim is assessed on its own merits. If Samsung provides you with either a replacement or refund, you immediately transfer ownership in the original Samsung part or product to Samsung. If Samsung repairs the goods, you immediately transfer ownership in any residual parts to Samsung. Any such resolution by Samsung of a claim under this Warranty by you does not otherwise detract from any other statutory rights which you might have in the circumstances, including your right to monetary compensation for a valid claim.

- (G) If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung product is invalid, Samsung may charge you for any labour, parts or transport costs incurred by Samsung or its agent in assessing your claim.

#### **IV. Warranty Transferability**

- (A) This Warranty is transferable to a subsequent owner of a Samsung product, in the event of the sale of that product, provided that Samsung is informed in writing within a reasonable time of the sale of the subsequent owner's name and contact details, such notice to be provided to Samsung as follows:
- [www.samsung.com/au](http://www.samsung.com/au) – for customers in Australia; or
  - [www.samsung.com/nz](http://www.samsung.com/nz) – for customers in New Zealand.

The notice should identify the name of the previous owner of the Samsung product, place and date of purchase, model, make and serial number of the product. The effective transfer of this Warranty does not otherwise alter the terms of this Warranty in any way.

- (B) In cases of authorised product or part replacement of the original purchased Samsung product, the replacement Samsung product or part will be covered for the remainder of the original Warranty Period.

#### **V. Carry-In**

- (A) If you wish to make a claim in relation to a Samsung product which you can reasonably transport to the nearest Samsung Customer Service Plaza or to an authorised repair service centre (as directed when you first make the claim under this Warranty), please bring, or send, that Samsung product to that nearest Plaza or authorised service centre for assessment. Such Samsung products do not include those products dealt with in sub-paragraph (B). Samsung will organise the transport of a Samsung Consumer Product under this sub-paragraph (B), the cost of which will be borne by Samsung if your claim is determined to be valid pursuant to Part I of this Warranty. Whenever possible, the product should be returned in its original carton and packing or alternatively in packing suitable to prevent damage to the product. Samsung will not accept responsibility for damage to the product during this transport caused by unsuitable or inadequate packing.
- (B) If the Samsung product is located in a place which is greater than 50 kilometres (by road) from the nearest Samsung Customer Service Plaza or authorised repair service outlet, Samsung will liaise with you to determine the best way in which to inspect and, if necessary, repair the product the subject of the claim under this Warranty.

#### **VI. Warranty Exclusions**

- (A) This section identifies what is excluded under this Warranty.
- (B) For the avoidance of any doubt, any and all warranties or conditions which are not guaranteed under the Australian Competition and Consumer Act, the Australian Competition and Consumer Regulations 2010, or the New Zealand Consumer Guarantees Act (as applicable) and which are not expressly included in this Warranty as additional warranties or conditions are excluded.
- (C) This Warranty does not warrant uninterrupted or error-free operation of the Product, which is affected by system configuration, software, applications your data and operator control of the system, among other factors. Though the product is considered to be compatible with many systems, it is your responsibility to determine compatibility and integration with other products or systems.
- (D) This Warranty does not apply to non-Samsung hardware products or non-Samsung software products which are not incorporated into Samsung products or, in the case of software, pre-loaded onto the Samsung product at the time of sale, even if packaged or sold with Samsung hardware. Manufacturers, suppliers or publishers other than Samsung may provide their own warranties to you, but Samsung, to the extent permitted by law, provides such third-party products 'as is'. If applicable, non-Samsung software distributed by Samsung and not pre-loaded on the product at the time of sale is not covered under this Warranty. Please refer to any licensing agreement accompanying the software for details or any purchaser rights with respect to its use.
- (E) This Warranty does not extend to loss caused by normal wear and tear, fire, water (liquid spillage or ingress), theft, vermin or insect infestation.



- (F) This Warranty does not cover:
- cosmetic damage such as to the exterior finish;
  - minor imperfections within design specification so that do not materially alter functionality;
  - burned-in images resulting from viewing an image on the display screen for an extended period of time;
  - reception or display problems and distortion related to noise, echo, interference or other signal transmission and delivery problems;
  - use of products, equipment, systems, utilities, services, parts supplies accessories, applications, installations, repairs, external wiring or connectors not supplied or authorised by Samsung; or
  - any defects not notified to Samsung within the Warranty Period.
- (G) This Warranty does not cover damage caused by:
- misuse or abusive use of the Samsung consumer product, including breakage of the liquid crystal display (LCD);
  - incorrect operation or not following the operation instructions (as stated in the Product Operation Manual or manufacturer's instructions provided with the Samsung product);
  - improper shipment, delivery or installation;
  - incorrect or improper maintenance or failure to maintain the Samsung product;
  - failure to clean or improper cleaning of the product;
  - incorrect voltage or non-authorized electrical connections;
  - adverse external conditions such as power surges and dips, thunderstorm activity, acts of God, acts of terrorism, damage caused by vermin, or any other act or circumstance beyond Samsung's control;
  - exposure to excessive heat, moisture or dampness;
  - exposure to abnormally corrosive conditions;
  - use of non authorised/non-standard, defective or incompatible parts;
  - password setting/ resetting and computer virus;
  - repair, modification or other work carried out on the Samsung product other than by Authorised Samsung Service Personnel.
- (H) This Warranty does not cover Samsung products purchased in an auction.
- (I) If the Samsung product you are using has been rented or leased by you, and you consider a claim might be made under this Warranty, you should refer the matter to the rental or leasing company immediately and they will handle the matter.
- (J) This Warranty does not cover service costs in replacing and maintaining consumable parts which have ceased working through normal wear and tear.
- (K) This Warranty does not cover Samsung products which, at the time you consider a claim might be made under this Warranty, do not bear the original manufacturer's factory-applied serial number in its original form (for instance where it or the sticker bearing it has been removed, wiped out, rubbed off, or altered).
- (L) This Warranty does not cover the loss of any data howsoever caused. You shall be responsible for backing up and protecting data against loss, damage or destruction. Please note that the repair of goods may result in loss of data.

#### **New Zealand only exclusion**

If you purchased the Samsung consumer product in New Zealand for the purposes of a business, it is hereby agreed that the provisions of the Consumer Guarantees Act 1993 do not apply in accordance with section 43(2) of the Act.

## PART II PRODUCT WARRANTY PERIODS AND SPECIAL CONDITIONS

### **I. Parts (Options) and Accessories Warranty**

- (A) This part of the Warranty identifies Samsung's preferred approach to resolving warranty claims in relation to parts and accessories.
- (B) The table below this sub-paragraph identifies the periods under which a claim may be made under this Warranty for replacement of a part or accessory. However, you may also have statutory rights outside of these periods. The parts and accessories are divided into those which are supplied within the box of the Samsung consumer product for which they are to be used (**In-Box**), and those which are supplied separately from a Samsung consumer product for use with it (**Out-Box**).
1. In-Box:
    - All Samsung parts and accessories (including batteries) purchased together with the Samsung consumer product are covered under this Warranty for a period of 1 year. Generally Samsung will replace the defective part or accessory which is the subject of the claim during this 1 year period.
    - You will only be able to make a claim under this Warranty for lost or missing Samsung parts and accessories if, with your claim, you are able to provide satisfactory evidence that the relevant item was missing from the box or other storage or packaging material originally supplied by Samsung.
  2. Out-Box:
    - Parts and accessories purchased from Authorised Samsung Resellers and Distributors are generally covered under this Warranty from a 3 months. Please refer to the specific period below.

Product	Warranty Period		Special conditions
	In-Box	Out-Box	
Other Parts, Accessories	1 year	3 months	Accessories may differ according to the particular model.
Other Consumables	n/a	3 months	

### **II. PARTS AND LABOUR WARRANTY**

- (A) Unless specified, this Warranty covers corresponding costs for parts and labour which may be required to repair the Samsung consumer product, part or accessory if Samsung or its agent repair the item under this Warranty.

### **III. WARRANTY BY PRODUCT TABLE**

- (A) The table below in this sub-paragraph summarises Samsung's preferred approach to resolving claims under this Warranty, although each claim is assessed on its own merits. Please refer to Part I, paragraph (III)(F) for the range of Samsung's responses to a claim under this Warranty in accordance with the table below. In some instances the appropriate response to the claim will differ from the approach noted below.

Product	Warranty Period	Special conditions
All-in-one PC	1 year	Excluding parties who rent or lease a Samsung brand product.



# ARGENTINA

## GARANTIA LIMITADA DE COMPUTADORAS AIO (ALL IN ONE) SAMSUNG

### COBERTURA LIMITADA DE GARANTIA

Esta marca de productos Samsung All in One PC, comercializada y distribuida por Samsung Electronics Argentina S.A y entregada nueva, en el embalaje original hasta el comprador final original ("usted" o "comprador"), está garantizada por Samsung Electronics Argentina S.A contra defectos de fabricación en materiales y mano de obra durante un período de un (1) año (el "Período de Garantía Limitada").

El período de esta garantía limitada inicia en la fecha original de compra y continúa durante el término del período de garantía limitada y es válida únicamente para los productos comprados a Samsung Electronics Argentina o a un distribuidor autorizado de Samsung Electronics Argentina S.A, y utilizado en la Republica Argentina, Republica del Paraguay y Republica Oriental del Uruguay.(a menos que exista un acuerdo escrito por separado con Samsung Electronics Argentina S.A). Cuando no exista un comprador o usuario, esta garantía limitada no aplica, por lo que si una persona alquila o contrata un producto de marca Samsung, deberá contactar a su compañía de alquiler o contrato financiero para determinar qué clase de garantía es aplicable.

Si el producto se encuentra defectuoso como resultado de defectos de fabricación en materiales y mano de obra durante el período de garantía limitada, Samsung Electronics Argentina S.A, a su sola discreción podrá, (1) reparar o reemplazar el producto, sin cargo conforme a lo estipulado en el presente documento, con partes nuevas o reacondicionados o un producto funcionalmente equivalente, (2) para piezas instalables por el usuarios, se brindara sin cargo piezas nuevas o reacondicionadas. o (3) proporcionar un reembolso del precio de compra del producto, menos la depreciación aplicable al valor del producto, sólo si Samsung Electronics Argentina no es capaz de sustituir el producto o reparar el mismo, de conformidad con la legislación aplicable.

Todas las piezas y productos sustituidos por lo que se ofreció un reembolso, pasaran a ser propiedad de

Samsung Electronics Argentina S.A y deben ser devueltos a Samsung Electronics Argentina S.A libre de cualquier reclamación de propiedad hecha por un tercero dentro de los treinta (30) días siguientes al cambio de piezas o productos, o bien cuando es aplicable el reemplazo del producto, si es aplicable. Samsung Electronics Argentina podrá exigir la información de su tarjeta de crédito antes de proporcionar piezas de recambio o productos (si procede el reemplazo, en su caso) y se le cobrará por las piezas de repuesto o de los productos (o producto para el que se ofrece un reembolso) si usted no devuelve los bienes en el plazo estipulado. Las piezas de recambio y los productos serán nuevos o en funcionamiento, comparable en la función y el rendimiento a las piezas originales y garantizados por el resto del período de garantía original o de noventa (90) días después de que se envíen a usted.

### OBTENCION DEL SERVICIO DE GARANTIA

Para recibir el servicio de garantía, usted debe (1) primero seguir los procedimientos indicados a continuación, en el manual del producto y en los recursos de ayuda en línea, y (2) si estos procedimientos no resuelven el problema, póngase en contacto con Samsung Electronics Argentina S.A en el número proporcionado a continuación.

Para la determinación del problema y los procedimientos de servicio. El servicio de garantía sólo puede ser realizado por un centro de servicio autorizado Samsung, salvo los casos en que dicho centro de servicio sea utilizado para la instalación de piezas de repuesto a su costo en caso de que el período de garantía de la mano de obra haya expirado, pero la cobertura de una garantía de piezas permanezca en vigencia.

Samsung no le reembolsará ningún servicio brindado por un Centro de Servicio NO Autorizado. La fecha original será la fecha de venta, o una prueba de compra sustituta aceptable a discreción de Samsung, de conformidad con la legislación aplicable, y deberá ser presentada a requerimiento, como prueba de compra de Samsung por el centro de servicio autorizado de Samsung.



Si se requiere el servicio de garantía limitada, Samsung emitirá un número de autorización. Samsung no aceptará devoluciones sin este número de autorización. Si se requiere la devolución del producto, usted debe enviar el producto al centro de servicio autorizado Samsung, en su embalaje original o equivalente.

Samsung enviará el producto reparado o reemplazado a usted si la dirección se encuentra en Argentina, Uruguay, Paraguay (dentro del país en donde está siendo efectiva la garantía).

Usted es responsable de todas las copias de seguridad del sistema y las aplicaciones de software y datos, y desactivará todas las contraseñas de seguridad antes que los servicios se lleven a cabo, la eliminación de todos los datos antes de partes o productos se devuelven, y para volver a instalar todo el software, datos y contraseñas. **SAMSUNG NO SERÁ RESPONSABLE DE LA DESTRUCCIÓN O PÉRDIDA DE DATOS O RELACIONADOS COMO RESULTADO DEL SERVICIO O USO DE ESTE PRODUCTO, YA SEA DEBIDO A PROBLEMAS DE VIRUS O DE OTRO MODO, O CUALQUIER OTRA FALLA AL ASEGURAR TODOS LOS PROGRAMAS Y DATOS CONTENIDOS EN O AFECTADOS POR EL PRODUCTO O MANTENER LA CONFIDENCIALIDAD DE LOS DATOS ALMACENADOS EN EL PRODUCTO.**

### **LIMITACIONES Y EXCLUSIONES**

Samsung Electronics Argentina S.A no garantiza el funcionamiento ininterrumpido o sin errores del producto. El rendimiento de productos se ve afectado por la configuración del sistema, software, aplicaciones, datos y de control del operador del sistema, entre otros factores. Aunque el producto se considera compatible con muchos sistemas, es su responsabilidad determinar la compatibilidad e integración con otros productos o sistemas.

Esta garantía limitada se aplica únicamente a los productos de hardware fabricados por o para Samsung que se puede identificar por la marca "Samsung", nombre comercial o logotipo colocado en ellos. No se aplica a los productos de hardware que no sean Samsung o a cualquier software, incluso si va empaquetado o vendido con el hardware de Samsung. Los fabricantes, proveedores o editores, distintos a Samsung, deberán proporcionar sus propias garantías para usted, pero Samsung, en la medida permitida por la ley, establece con respecto a dichos productos de terceros una indicación de "como está". Si procede, el software distribuido por Samsung Electronics Argentina S.A, con o sin el nombre de la marca Samsung (incluyendo pero no limitado a software del sistema) no está cubierto bajo esta garantía limitada. Por favor referirse a cualquier acuerdo de licencia que acompaña al software para obtener información de cualquier derecho de adquisición con respecto a su uso.

Samsung no se hace responsable por cualquier falla en el servicio como consecuencia de Samsung, o agentes o empleados de los contratistas se retrase, impedido u obstaculizado en el ejercicio de sus obligaciones bajo este régimen de garantía por razón de circunstancias ajenas a su control, tales circunstancias incluyen, pero no están limitadas a incendios, inundaciones, Actos de Dios, y el desorden civil.

Esta garantía limitada cubre defectos de fabricación en materiales y mano de obra que se encuentran en normal, razonable, y con excepción de lo que se disponga expresamente en esta declaración, el uso no comercial de este producto, y no se aplicará a los siguientes casos:

- Daños durante el envío, entrega e instalación;
- Aplicaciones y usos para los que este producto no se esperaba;
- Alteración del producto o el número de serie del producto ha sido retirada, borrada o alterada;
- Daños cosméticos, tales como el acabado exterior;
- Daño (no como resultado de defectos en materiales y mano de obra) que se produce en su posesión o la de terceros, en particular, debido a los accidentes, apertura de la caja de producto o de gabinete, abuso, negligencia, fuego, agua, relámpagos u otros actos de la naturaleza;
- Uso de productos, equipos, sistemas, servicios públicos, servicios, suministros de piezas, accesorios, aplicaciones, instalaciones, reparaciones, cableado externo o conectores que no suministrados o autorizados por Samsung Argentina;
- Incorrecta tensión de la línea eléctrica, las fluctuaciones y los voltajes;
- Ajustes y no seguir las instrucciones de operación, instrucciones para la instalación de una parte instalables por el usuario, o la limpieza, el mantenimiento y las instrucciones del medio ambiente que están cubiertos y estipulados en el libro de instrucciones, incluida la incorrecta instalación de hardware o software;
- La recepción o mostrar los problemas y distorsiones relacionadas con el ruido, el eco, la interferencia o la transmisión de señales y la prestación de otros problemas;





- Servicio por cualquier persona con excepción de Samsung Argentina o su agente autorizado de Samsung Argentina;
- Desgaste normal y rotura;
- Rotura de la pantalla de cristal líquido (LCD);
- Virus
- Estableciendo o restableciendo contraseña
- El defecto que no fue notificado a Samsung en el Período de Garantía.
- Cualquier batería se trata como consumible y justificado sólo por un año
- Softwares

Servicios prestados por Samsung en la rectificación de daños o defectos causados como resultado de cualquiera de estas razones excluidas estarán sujetas a cargos adicionales de mano de obra, transporte, y sus partes. Re-instalación del software original estará sujeta a cargos adicionales.

NO EXISTEN OTRAS GARANTÍAS EXPRESAS NO ENUMERADAS Y DESCRITAS, QUE LAS ANTERIORES. NINGUNA GARANTÍA YA SEA EXPRESA O IMPLÍCITA, INCLUYENDO, PERO NO LIMITADO A, CUALQUIER GARANTÍA DE COMERCIALIZACIÓN O IDONEIDAD PARA UN PROPÓSITO PARTICULAR SE APLICARÁ DESPUÉS DE LA GARANTÍA EXPRESA Y PARA LOS PERIODOS ENUNCIADOS ANTERIORMENTE. NINGUNA OTRA GARANTÍA EXPRESA O GARANTÍA DADA POR CUALQUIER PERSONA, FIRMA, CORPORACION CON RESPECTO A ESTE PRODUCTO SERAN VINCULATE PARA SAMSUNG, SAMSUNG NO TIENE RESPONSABILIDAD POR LA CALIDAD DEL PRODUCTO, Y NO ASUME NINGUNA RESPONSABILIDAD QUE EL PRODUCTO SEA ADECUADO PARA UN DETERMINADO FIN PARA LOS QUE USTED PUEDE COMPRAR EL PRODUCTO, A EXCEPCIÓN DE LO PREVISTO EN ESTA GARANTÍA LIMITADA O EN LA LEY APLICABLE.

SAMSUNG NO SERÁ RESPONSABLE POR PÉRDIDA DE INGRESOS O BENEFICIOS, POR FALLAS AL REALIZAR CUENTA DE AHORROS U OTROS BENEFICIOS, O CUALQUIER OTRA ESPECIALIDAD, INCIDENTALES O CONSECUENTES A LOS DAÑOS CAUSADOS POR EL USO, MAL USO O IMPOSIBILIDAD DE USAR EL PRODUCTO, A PESAR DE LA TEORÍA LEGAL EN QUE LA RECLAMACIÓN SE BASA, Y AUN CUANDO SAMSUNG HA SIDO ADVERTIDO DE LA POSIBILIDAD DE TALES DAÑOS.

NINGUNA RECUPERACION DE NINGUNA CLASE EN CONTRA DE SAMSUNG SERA MAYOR A LA CANTIDAD QUE EL PRECIO DE COMPRA DEL PRODUCTO VENDIDO POR SAMSUNG Y CAUSANBTE DEL DANO ALEGADO.

SIN LIMITAR LO ANTERIOR, USTED ASUME TODO RIESGO Y RESPONSABILIDAD POR PÉRDIDA, DAÑO O PERJUICIO A USTED Y SU PROPIEDAD Y A OTROS Y SUS BIENES DERIVADOS DEL USO, MAL USO O IMPOSIBILIDAD DE USAR EL PRODUCTO NO CAUSADO DIRECTAMENTE POR LA NEGLIGENCIA DE SAMSUNG.

ESTA GARANTÍA LIMITADA NO SE EXTIENDEN A NADIE MAS QUE AL COMPRADOR ORIGINAL DE ESTE PRODUCTO, NO ES TRANSFERIBLE Y SUJETO A SU REMEDIO EXCLUSIVO.

Si hay alguna inconsistencia entre este Garantía Limitada del comprador original y cualquier otro acuerdo o declaración incluida en o relacionados con los productos de Samsung o servicios, esta garantía limitada prevalecerá. Si alguna disposición de esta garantía limitada se encuentra inválida o inejecutable, se considerará modificada en la mínima medida necesaria para hacerla ejecutable, y el resto de esta garantía limitada será válido y exigible de conformidad con sus términos.

## CONTACTO SAMSUNG

A fin de obtener los servicios de garantía, por favor contactar a Samsung  
SAMSUNG ELECTRONICS ARGENTINA S.A.  
[www.samsung.com/ar](http://www.samsung.com/ar)

### Argentina

**Teléfono** : 0800-333-3733

### Uruguay

**Teléfono** : 0004 054 3733

### Paraguay

**Teléfono** : 009 800 5420001



# CHILE

## GARANTÍA LIMITADA DE COMPUTADORAS AIO (ALL IN ONE) SAMSUNG

### Garantía Nacional

#### **(1) Cobertura Garantía Limitada**

Esta marca de productos Samsung All in One PC , vende y distribuye para Chile o Bolivia .

("Samsung") despachamos nuevo producto empacado hasta el comprador original ("Usted" o "Comprador") el que es garantizado por Samsung contra defectos de fabricación en materiales por el periodo de un (1) año de repuestos y mano de obra (El periodo de garantía limitada) .

Esta garantía limitada comienza con la fecha original de compra y continúa a través del periodo de garantía limitada y es válida sólo para productos Samsung comprados a Samsung o a un distribuidor autorizado in Chile o Bolivia (A menos que usted tenga un acuerdo escrito separado con Samsung) .

#### **(2) Cobertura de la Garantía Comercial.**

- a. Esta garantía comercial comienza con la fecha original de compra, indicada en la boleta o factura entregada por el Distribuidor .
- b. La garantía comercial cubre los defectos de fabricación producidos por el uso normal y legítimo del Computador Personal, sólo en ese caso, los repuestos y mano de obra por el servicio, serán sin costo para el cliente .
- c. Los repuestos utilizados en la reparación del Computador Personal, podrán ser nuevos o refaccionados .
- d. El periodo de garantía comercial para el Computador Personal, es de 12 meses, a contar de la fecha indicada en la boleta o factura de compra .
- e. Para hacer efectiva la garantía comercial, el cliente deberá contactarse a través del número de Teléfono 800-726-7864(Chile) o al 800-10-7260(Bolivia), donde le prestarán la asistencia técnica necesaria
- f. La garantía comercial a la que hace referencia esta póliza cubre la reparación del Computador Personal, no el cambio de éste .

#### **(3) Como hacer efectiva la garantía comercial**

- a. Para hacer efectiva la garantía comercial, el cliente deberá contactarse a través del número de Teléfono 800-726-7864(Chile) o al 800-107260(Bolivia), donde le prestarán la asistencia técnica necesaria .
- b. Al momento de contactar a nuestro centro de llamados, el cliente deberá tener en su poder el Computador Personal, de modo que pueda efectuar pruebas solicitadas por el soporte técnico .
- c. En caso de no poder resolver el inconveniente a través del Teléfono, el soporte técnico le indicará a que Centro de Servicio Autorizado acudir para recibir soporte técnico directo .
- d. Cuando el cliente visite a uno de los Centros de Servicio Autorizados Samsung, deberá portar una fotocopia de la boleta o factura, que certifique la compra del producto .
- e. El cliente será responsable de respaldar en un dispositivo externo toda la información y programas contenidos, almacenados y registrados en el Computador Personal, al momento de requerir soporte técnico .
- f. Samsung Electronics Chile Ltda, no se hace responsable por la pérdida de información, datos, imágenes o archivos, debido a fallas producidas en el Computador Personal, es decir es responsabilidad del cliente, velar por el respaldo de la información contenida .



#### **(4) Exclusiones de Garantía**

Esta garantía limitada cubre defectos de fabricación en materiales y mano de obra que se encuentran en normal, razonable, y con excepción de lo que se disponga expresamente en esta declaración, el uso no comercial de este producto, y no se aplicara a los siguientes casos:

- Desgaste normal y rotura;
- Rotura de la pantalla de cristal líquido (LCD);
- Estableciendo o restableciendo contraseña
- El defecto que no fue notificado a Samsung en el Periodo de Garantía.
- Cualquier batería se trata como consumible y justificado solo por un año
- Softwares

Servicios prestados por Samsung en la rectificación de daños o defectos causados como resultado de cualquiera de estas razones excluidas estarán sujetas a cargos adicionales de mano de obra, transporte, y sus partes. Re-instalación del software original estará sujeta a cargos adicionales.

#### **(5) Pixel Policy**



##### **• Píxeles anormales en la LCD del ordenador (computador) portátil**

Descripción: Samsung respeta las especificaciones relacionadas con la calidad y la fiabilidad estrictas de la LCD. Pero a pesar de ello, es inevitable que pueda haber un número pequeño de píxeles anormales. Un número grande de píxeles anormales puede causar problemas en el aspecto, pero un número pequeño no afecta al rendimiento del ordenador (computador).

Por ello Samsung observa y sigue estos principios relacionados con los puntos:

- Puntos brillantes: 2 o menos
- Puntos negros: 4 o menos
- Combinación de puntos brillantes y negros: 4 o menos



## INDIA

### National Warranty

#### **General**

1. This Warranty is confined to first purchaser of the product and is not transferable. Repair or replacement will be carried out through the Company's Service Centers or it's Authorized Service Centers or it's Dealer's Service Centers. The details of such service points can be obtained from our website [www.samsung.com/in](http://www.samsung.com/in)
2. For units installed beyond the municipal limits of the jurisdiction of the authorized service centre/company's service centre/authorized dealer's service centre, all expenses incurred in collection the unit or part/s thereof from the company's service centre/authorized service centre/authorized dealer's service centre, as well as expenses incurred in connection with deputing of service personnel/ technicians towards to and fro travel, conveyance and other incidentals etc. will be borne by the customer.
3. In the event of repairs/replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. Moreover, the time taken for repair/replacement and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.
4. The company or it's authorized service centre/ service dealer, reserves the right to retain any part/s or component/s replaced at it's discretion in the event of a defect noticed in the equipment during the warranty period.
5. Any part/s of the system replaced by the company at it's discretion shall be with a functionally operative part.
6. Any change of address shall be intimated to concerned service centre for continuation of warranty, subject to obtaining clearance from Samsung Authorised Service Center, post inspection of the unit by Samsung Authorised Service Center/personnel. Warranty for the unexpired period shall continue provided:
  - a. After the product is inspected by the concerned service centre and the product is found free from transit damage.
  - b. In case of any transit damage, the product shall be repaired by the concerned service centre on charges and warranty for unexpired period to continue.
7. The warranty does not cover demonstration/ installation of the product purchased. In case of any specific requirements, please contact your reseller/dealer.
8. The warranty does not cover accessories external to the system.
9. The warranty is issued at New Delhi, and Courts at New Delhi shall have exclusive jurisdiction over matters covered or flowing from this warranty.
10. The company's obligation under this warranty shall be limited to repairing or providing re placement of part/s, which are found to be defective.
11. Repairs during warranty period shall be carried on "Carry In" basis. Wherein for service the purchaser shall bring the product to the Service Centre with whom the set is registered for warranty service. The warranty does not cover cost of transportation of system from place of installation to the Service Centre, which are extra as per rules of the company.
12. The concerned Service Centre will advise the customer whether to effect the repair at site or its Service Centre.
13. Any further clarifications or information, on warranty please contact CS Department,  
Samsung India Electronics Pvt. Ltd.  
A-25, Ground Floor , Front Tower , Mohan Co-Operative Industrial Estate, New Delhi -110044



### **THIS WARRANTY IS NOT APPLICABLE IN ANY OF THE FOLLOWING CASES:**

1. The completed warranty card is not presented to authorised personnel at the time of repair.
2. The product is not purchased from an Authorised SAMSUNG dealer
3. The product is not used according to instructions given in the instruction manual.
4. Defects caused by improper use as determined by the company personnel.
5. Modification or alteration of any nature is made in the electrical circuitry/ or physical construction of the set.
6. Site (premises where the product is kept) conditions that do not confirm to the recommended operating conditions of the machine.
7. The original serial number is removed, obliterated or altered from the machine or cabinet.
8. Defects due to cause beyond control like lightning, abnormal voltage, acts of God or while in transit to service centre or purchaser's residence.
9. Defects caused by household pets, rats, cockroaches or any other animal or insect.
10. Normal wear and tear of parts (which age over period of time/usage) like color fade, scratches on LCD panel, color changes etc.

### **AIO (ALL IN ONE)**

SAMSUNG INDIA ELECTRONICS Private LIMITED (hereinafter referred to as "the company") guarantees to the purchaser that this product carries a warranty for 12 months, commencing from the date of purchase on the following conditions:

1. The company provides 12 months "Carry-In" repair service including parts and labour, however warranty for battery pack is for One Year only.
2. The company will repair or replace free of charge any part or parts of the product, if the defect is due to the fault material or workmanship. Warranty involves repairing of defective product/parts and does not entitle purchaser for the replacement of complete product.
3. Customer is responsible for delivering and collecting the unit at his/her cost to nearest Authorised Service Center.
4. This warranty is applicable for hardware only, any accessories such as connection cables; CD and floppy discs are not covered under warranty.
5. The company doesn't provide warranty for any preloaded or bundled software. The company reserves the right to evaluate the malfunctioning or breakdown of the units caused from hardware or software.
6. The company is not obligated to re-install preloaded software post repair of the unit. Handling fee of Rs. 500.00/- will be charged for the request of reinstallation service.
7. The warranty is null and void under the following conditions:
  - a) If the unit has been damaged through abuse, misuse, negligence (such as bumping, wetting etc.), pollution accidents and natural calamities.
  - b) If the original hardware and pre-loaded software has been modified or altered as determined by company authorised personnel.
  - c) If the serial number of the unit has been altered, effaced or removed.
8. Under no circumstances the company is liable for loss directly or indirectly for any of the following:
  - a) Third party claims against customer for losses or damages.
  - b) Loss or damages to records, information or data.
  - c) Economic consequential damages including lost profits.
9. Customer is advised to take back up for hard disk contents before handing over the unit before repair. The company shall not provide hard disk backup service.
10. In case of repair, hard disk content may be destroyed and customer will not be informed in advance. The company shall not be liable for any data, records or program lost due to repair.



11. The warranty is applicable for the units sold and marketed by Samsung India Electronics Private Limited. Select models are also covered under Global Warranty System(GWS), please write at [samsung.com/in/support](http://samsung.com/in/support) for any further information required.
12. In case of any "On-Site" service request, it will be done as per the prevailing rules of the company on chargeable basis.
13. In case of any service/technical/product support required customers are advised to call our toll free number 1800-3000-8282 or 1800-266-8282 for voice support or write at [samsung.com/in/support](http://samsung.com/in/support). All e-mails will be replied within 48 hours (excluding Sundays and public holidays).
14. The company shall not be responsible in case of some locations not accessible through the above toll free number and/or not accessible through some specific service provider.



This marking on the product, **accessories** or literature indicates that **the product and its electronic accessories** should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human

health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

For more information on safe disposal and recycling visit our website [www.samsung.com/in](http://www.samsung.com/in) or contact our Helpline numbers – 1800-266-8282, 1800-3000-8282.

#### **Samsung India Electronics Pvt. Ltd.**

A-25, Ground Floor, Front Tower,  
Mohan Co-Operative Industrial Estate, New Delhi -110044  
Website: [www.samsung.com/in](http://www.samsung.com/in)





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