



DOA (Dead on Arrival)

Technical and/or optical defects must be reported immediately to SAMSUNG Electronics Austria GmbH, at the latest however within 30 days from the date of invoice. The claim must contain the following in order to be accepted by SAMSUNG Electronics Austria:

- the name of the concerned appliance - model
- the invoice number of SAEG
- the serial number
- an exact description of the defect
- the pick-up address and the name of a contact person
- the original packing and the complete accessories of the reclaimed product which is included in the scope of delivery must be mentioned

SAMSUNG Electronics Austria GmbH will arrange to pick up the concerned appliances and will issue an appropriate credit memo.