

Update on Galaxy Note7 Exchange/ Refund Frequently Asked Questions

Galaxy Note7 Exchange/ Refund Process

Q: What are the options available for me?

A: You can choose either to exchange your Galaxy Note7 for a Galaxy S7 edge 4G+, and receive cash and other benefits which will be confirmed shortly, or to receive a refund.

Q: I have already exchanged my Galaxy Note7 with the replacement unit. Is my replacement unit affected?

A: This applies to all Galaxy Note7, including original and replacement Galaxy Note7 devices.

Q: What do I need to do with my existing Galaxy Note7?

A: If you own a Galaxy Note7, we advise you to power down and stop using it immediately, and take advantage of the exchange/ refund programme. You can choose either to exchange your Galaxy Note7 for a Galaxy S7 edge 4G+, and receive cash and other benefits which will be confirmed shortly, or to receive a refund.

Q: Does the exchange/ refund include all Galaxy Note7 purchases made in Singapore?

A: Yes, it includes purchases made from M1, Singtel, StarHub, Samsung Experience Stores, Consumer Electronics/ IT Stores, authorised retailers and Samsung Official Store at Lazada.sg.

Q: I bought the Galaxy Note7 in Singapore but I'm residing in another country. How can I exchange/refund my Galaxy Note7?

A: Please contact the Samsung Customer Service Centre in your residing country for information on the exchange/ refund process in your residing country.

Q: I did not purchase the Galaxy Note7 from Singapore, am I still eligible to exchange/refund the Galaxy Note7?

A: If you have purchased your Galaxy Note7 from another country, please call 1800-SAMSUNG for further assistance.

Q: I've lost my purchase invoice/ receipt. Am I still eligible to exchange/refund the Galaxy Note7?

A: Yes, you are still eligible to participate in the exchange/ refund programme.

Q: My Galaxy Note7 has got cosmetic/water/screen/functional damage, am I still eligible to exchange/ refund?

A: Yes, you are still eligible to participate in the exchange/ refund programme.

Q: Will there be a refund for Samsung original Galaxy Note7 accessories?

A: We are working out the resolution for Galaxy Note7 customers with Samsung original Galaxy Note7 accessories. Details will be announced soon.

Q: I received a complimentary Galaxy Note7 Lens Kit for the pre-order of Galaxy Note7, will the Galaxy Note7 Lens Kit be refunded?

A: We are working out the resolution for Galaxy Note7 customers with Samsung original Galaxy Note7 accessories. Details will be announced soon.

Q: Can I exchange/ refund the Galaxy Note7 if I have lost some of my in-box accessories or the box?

A: Yes, you are still eligible to participate in the exchange/ refund programme.

Q: My Galaxy Note7 is functioning well and I'm happy with it. Do I still need to exchange/ refund it?

A: If you own a Galaxy Note7, we advise you to power down and stop using it immediately, and take advantage of the exchange/ refund programme. You can choose either to exchange your Galaxy Note7 for a Galaxy S7 edge 4G+, and receive cash and other benefits which will be confirmed shortly, or to receive a refund.

Q: Is it okay for me to continue using my Galaxy Note7?

A: If you own a Galaxy Note7, we advise you to power down and stop using it immediately, and take advantage of the exchange/ refund programme. You can choose either to exchange your Galaxy Note7 for a Galaxy S7 edge 4G+, and receive cash and other benefits which will be confirmed shortly, or to receive a refund.

Q: Are there any other Samsung phones impacted?

A: Only Galaxy Note7 devices are affected.

Q: I'm happy with my Galaxy Note7 and wish to continue using it, will the warranty still apply and will there be any software update support?

A: No, warranty will not be applicable and software update will not be supported.

If you own a Galaxy Note7, we advise you to power down and stop using it immediately, and take advantage of the exchange/ refund programme. You can choose either to exchange your Galaxy Note7 for a Galaxy S7 edge 4G+, and receive cash and other benefits which will be confirmed shortly, or to receive a refund.

Q: What is the problem of the Galaxy Note7?

A: We are working with relevant regulatory bodies to investigate the recently reported cases involving the Galaxy Note7. Your safety is our priority and we advise you to power down and stop using your device immediately, and participate in the exchange/refund programme.

Q: Will the Galaxy Note7 be available for purchase at a later date?

A: No, Galaxy Note7 will no longer be available for purchase.

Exchange

Q: When & where can I exchange my Galaxy Note7 for the Galaxy S7 edge 4G+?

A: Beginning 26 October 2016, Galaxy Note7 customers can visit www.samsung.com/sg/note7exchange to select their preference for exchange or refund, and provide their details for free home delivery. The free home delivery is offered whether the Galaxy Note7 customer chooses an exchange or refund.

Q: Can I exchange to another device other than Galaxy S7 edge 4G+?

A: No, exchange is only applicable for Galaxy S7 edge 4G+.

Q: What should I prepare for the exchange?

A: Please prepare the following before the exchange:

- Galaxy Note7 device
- Exchange/ refund confirmation email
- NRIC (for verification)
- Any loan devices

You are required to back up your data using Samsung Smart Switch, delete any data or other personal materials stored in the device, and reset your device ahead of the home delivery.

Q: If I choose to exchange for the Galaxy S7 edge 4G+, will I get a refund based on price difference?

A: If you exchange your Galaxy Note7 for a Galaxy S7 edge 4G+, you'll receive cash and other benefits which will be confirmed shortly.

Q: If I choose to exchange my Galaxy Note7 for the Galaxy S7 edge 4G+, are you able to assure that the replacement device will not have the same issue?

A: Each Samsung phone model has a unique design and manufacturing process, and we can confirm that the issues with the Galaxy Note7 are isolated only to this product.

Q: If I choose to exchange my Galaxy Note7 for the Galaxy S7 edge 4G+, can I choose a different colour for the new device?

A: Yes, subject to stock & colour availability.

Q: I bought my Galaxy Note7 with 2-year contract at M1/Singtel/StarHub and choose to exchange the Galaxy Note7 for Galaxy S7 edge 4G+, how will this affect my contract?

A: We are working out a resolution, details will be announced soon.

Q: I purchased Samsung Concierge for my Galaxy Note7 previously, can it be transferred to Galaxy S7 edge 4G+?

A: Yes, Samsung Concierge customers who opt to exchange their Galaxy Note7 device for the Galaxy S7 edge 4G+ will have their Samsung Concierge services transferred to their Galaxy S7 edge 4G+ and extended to take effect from the date of the exchange.

Refund

Q: When & where can I request a refund for my Galaxy Note7?

A: Beginning 26 October 2016, Galaxy Note7 customers can visit www.samsung.com/sg/note7exchange to select their preference for exchange or refund, and provide their details for free home delivery. The free home delivery is offered whether the Galaxy Note7 customer chooses an exchange or refund.

Q: Will I be given a full refund based on recommended retail price, if I choose to return my Galaxy Note7 for a refund?

A: We are working out the amount that will be refunded, details will be announced soon.

Q: How do I receive my refund?

A: All payments will be made via cheque.

Q: What do I need to prepare for the refund?

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- Exchange/ refund confirmation email
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You are required to back up your data using Samsung Smart Switch, delete any data or other personal materials stored in the device, and reset your device ahead of the home delivery.

Q: Will I receive refund for Samsung Concierge if I choose to refund my Galaxy Note7?

A: Yes, Samsung Concierge customers who choose to receive a refund for their Galaxy Note7 will receive a refund of \$38 for their Samsung Concierge.

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Operator Related

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A: We are working out a resolution, details will be announced soon.

Samsung Concierge

Q: I purchased Samsung Concierge for my Galaxy Note7 previously, can it be transferred to Galaxy S7 edge 4G+?

A: Yes, Samsung Concierge customers who opt to exchange their Galaxy Note7 device for the Galaxy S7 edge 4G+ will have their Samsung Concierge services transferred to their Galaxy S7 edge and updated to take effect from the date of the exchange.

Q: I've utilized several entitlements under Samsung Concierge with my Galaxy Note7, and I have opted for an exchange the Galaxy S7 edge 4G+, will I enjoy the full suite of services from Samsung Concierge?

A: Yes, as a gesture of goodwill, Samsung Concierge customers who opt to exchange their Galaxy Note7 device for the Galaxy S7 edge 4G+ will have the full suite of Samsung Concierge services transferred to their Galaxy S7 edge 4G+ and extended to take effect from the date of the exchange.

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