

Samsung 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+ valued at \$1,098, and receive an additional \$250 in cheque, or to receive a refund of \$1,168 (recommended retail price of Galaxy Note7).

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+ valued at \$1,098, and receive an additional \$250 in cheque, or to receive a refund of \$1,168 (recommended retail price of Galaxy Note7).

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: Refund will be provided for the following selected Samsung original Galaxy Note7 accessories purchased from telecommunication operators, authorized consumer electronic stores and retailers, Samsung Official Store at Lazada.sg and Samsung Experience Stores, at the recommended retail price.

- Galaxy Note7 S View Standing Cover
- Galaxy Note7 Clear View Cover
- Galaxy Note7 LED View Cover
- Galaxy Note7 Leather Cover
- Galaxy Note7 Clear Cover
- Galaxy Note7 Keyboard Cover
- Galaxy Note7 Back Pack

Samsung original Galaxy Note7 accessories refund is only limited to 2 items per IMEI number.

The home delivery service provider will verify that the returned accessories are from the list of original Samsung Galaxy Note7 accessories before providing the refund in cheque.

Q: Why is the refund limited to the selected Samsung original Galaxy Note7 accessories?

A: We are offering a refund for selected original Samsung Galaxy Note7 accessories as these accessories can only be used with the Galaxy Note7.

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: No, the complimentary Galaxy Note7 Lens Kit is not eligible for refund.

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+ valued at \$1,098, and receive an additional \$250 in cheque, or to receive a refund of \$1,168 (recommended retail price of Galaxy Note7).

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+ valued at \$1,098, and receive an additional \$250 in cheque, or to receive a refund of \$1,168 (recommended retail price of Galaxy Note7).

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 no longer apply 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+ valued at \$1,098, and receive an additional \$250 in cheque, or to receive a refund of \$1,168 (recommended retail price of Galaxy Note7).

Q: Since I have to power down my Galaxy Note7, is there a loan device for me?

A: Yes, Galaxy Note7 customers who require a courtesy device on loan (subject to stock availability) can visit the Samsung Customer Service Centre at Westgate (#03-01), from 11am to 10pm daily. No payment is required for the courtesy device, and Samsung phone model for the courtesy device varies and is subject to availability.

Q: What do I need to bring in order to loan a device?

A: Please kindly bring along your NRIC and your existing Galaxy Note7 device. You will be able to keep your Galaxy Note7 device till the exchange/ refund.

Q: How do I return the device I have loaned?

A: Please kindly return the loan device upon receiving the exchange/ refund of your Galaxy Note7.

Q: What is the problem with 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.

You can choose either to exchange your Galaxy Note7 for a Galaxy S7 edge 4G+ valued at \$1,098, and receive an additional \$250 in cheque, or to receive a refund of \$1,168 (recommended retail price of Galaxy Note7).

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

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

Q: What is the required information for appointment booking?

A: Customers will need to provide the following details when logging in to arrange for the exchange or refund.

- 1) Full name as per bank account
- 2) IMEI number of your Galaxy Note7
- 3) NRIC or FIN number
- 4) Mobile contact
- 5) Email address
- 6) Home delivery address

Q: If I've submitted my appointment for exchange/ refund, can changes be made?

A: Please note that once your details are submitted, no changes can be made. This is to allow for smoother cheque processing. However if you need to change your delivery appointment/address, please contact 1800-SAMSUNG.

Q: If I lost/ misplaced my Galaxy Note7, can I still get an exchange/ refund?

A: Please contact 1800-SAMSUNG for assistance.

Exchange

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

A: Beginning 26 October 2016 until 6 November 2016, Galaxy Note7 customers can visit www.samsung.com/sg/note7exchange to select your preference for an exchange or a refund, and provide your details for a free home delivery. The free home delivery is offered whether the Galaxy Note7 customer chooses an exchange or a refund.

Q: Can I arrange for self-collection for the Galaxy S7 edge 4G+?

A: You do not have to arrange for self-collection. For your convenience, we will be providing free home delivery for this programme.

Q: Can I authorise someone to receive the Galaxy S7 edge 4G+ and cheque on behalf of me?

A: We do not encourage receipt on behalf. However if required, please prepare a Letter of Authorisation, signed by you and stating your permission for an authorised person to do the exchange on your behalf. The person you authorise must be 18 years or above. The authorised person will be required to return your Galaxy Note7, and produce the endorsed Letter of Authorisation, a copy of your NRIC/FIN and the authorised person's original NRIC/FIN for the receipt.

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: Will there be a refund for Samsung original Galaxy Note7 accessories if I choose to exchange for the Galaxy S7 edge 4G+?

A: Refund will be provided for the following selected Samsung original Galaxy Note7 accessories purchased from telecommunication operators, authorized consumer electronic stores and retailers, Samsung Official Store at Lazada.sg and Samsung Experience Stores, at the recommended retail price.

- Galaxy Note7 S View Standing Cover
- Galaxy Note7 Clear View Cover
- Galaxy Note7 LED View Cover
- Galaxy Note7 Leather Cover
- Galaxy Note7 Clear Cover
- Galaxy Note7 Keyboard Cover
- Galaxy Note7 Back Pack

Samsung original Galaxy Note7 accessories refund is only limited to 2 items per IMEI number.

The home delivery service provider will verify that the returned accessories are from the list of original Samsung Galaxy Note7 accessories before providing the refund in cheque.

Q: What should I prepare for the exchange?

A: Please prepare the following before the exchange:

- Galaxy Note7 device
- Samsung original accessories to be returned, if any
- Exchange/ refund confirmation email
- NRIC/FIN (for verification)
- Any loan device

You are required to back up your data using Samsung Smart Switch (www.samsung.com/sg/smarts witch), delete any data or other personal materials stored in the device, reset your device and remove your nanoSIM card and microSD card, ahead of the home delivery.

Kindly contact 1800-SAMSUNG if you need further assistance on data back up.

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 an additional \$250 in cheque.

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: If I choose to exchange for a Galaxy S7 edge 4G+, when will the standard warranty commence?

A: The standard warranty will commence from the date you receive the Galaxy S7 edge 4G+.

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 your Galaxy Note7 device for the Galaxy S7 edge 4G+ will have your Samsung Concierge services transferred to your Galaxy S7 edge 4G+ and updated to take effect from the date of the exchange.

Q: If I choose to exchange for the Galaxy S7 edge 4G+, can I purchase Samsung Concierge if I have not previously?

A: Yes, you can purchase Samsung Concierge within 14 days from date of exchange. Please click here for listing of purchase locations. Kindly prepare the following for the purchase of Samsung Concierge:

- Galaxy S7 edge 4G+, in good working condition*
- Galaxy S7 edge 4G+ warranty card
- Exchange Confirmation Email/ Delivery Order of the Galaxy S7 edge 4G+ receipt

**Good working condition is defined as no physical scratches, dents, screen cracks and water damage. The Galaxy S7 edge 4G+ can be powered on and no parts are missing.*

Q: If I've submitted my appointment for exchange/ refund, can changes be made?

A: Please note that once your details are submitted, no changes can be made. This is to allow for smoother cheque processing. However if you need to change your delivery appointment/address, please contact 1800-SAMSUNG.

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: This is a hardware exchange and does not affect your contract with your telecommunications provider. You may contact your telecommunications provider for assistance on your contract with your telecommunications provider.

Refund

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

A: Beginning 26 October 2016 until 6 November 2016, Galaxy Note7 customers can visit www.samsung.com/sg/note7exchange to select your preference for an exchange or a refund, and provide your details for a free home delivery. The free home delivery is offered whether the Galaxy Note7 customer chooses an exchange or a refund.

Q: Can I arrange for self-collection for the refund of my Galaxy Note7?

A: You do not have to arrange for self-collection. For your convenience, we will be providing free home delivery for this programme.

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: Yes, you will receive a refund of \$1,168 (recommended retail price of Galaxy Note7).

Q: How do I receive my refund?

A: All payments will be made via cheque.

Q: Can I authorise someone to receive the cheque on behalf of me?

A: We do not encourage receipt on behalf. However if required, please prepare a Letter of Authorisation, signed by you and stating your permission for an authorised person to receive the cheque on your behalf. The person you authorise must be 18 years or above. The authorised person will be required to return your Galaxy Note7, and produce the endorsed Letter of Authorisation, a copy of your NRIC/FIN and the authorised person's original NRIC/FIN for the receipt.

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

A: Please prepare the following before the refund:

- Galaxy Note7 device
- Samsung original accessories to be returned, if any
- Exchange/ refund confirmation email
- NRIC/FIN (for verification)
- Any loan device

You are required to back up your data using Samsung Smart Switch (www.samsung.com/sg/smarts witch), delete any data or other personal materials stored in the device, reset your device and remove your nanoSIM card and microSD card, ahead of the home delivery.

Kindly contact 1800-SAMSUNG if you need further assistance on data back up.

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 your Galaxy Note7 will receive a refund of \$38 for your Samsung Concierge.

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

A: Refund will be provided for the following selected Samsung original Galaxy Note7 accessories purchased from telecommunication operators, authorized consumer electronic stores and retailers, Samsung Official Store at Lazada.sg and Samsung Experience Stores, at the recommended retail price.

- Galaxy Note7 S View Standing Cover
- Galaxy Note7 Clear View Cover
- Galaxy Note7 LED View Cover
- Galaxy Note7 Leather Cover
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- Galaxy Note7 Keyboard Cover
- Galaxy Note7 Back Pack

Samsung original Galaxy Note7 accessories refund is only limited to 2 items per IMEI number.

The home delivery service provider will verify that the returned accessories are from the list of original Samsung Galaxy Note7 accessories before providing the refund in cheque.

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: No, the complimentary Galaxy Note7 Lens Kit is not eligible for refund.

Q: If I've submitted my appointment for exchange/ refund, can changes be made?

A: Please note that once your details are submitted, no changes can be made. This is to allow for smoother cheque processing. However if you need to change your delivery appointment/address, please contact 1800-SAMSUNG.

Q: I bought my Galaxy Note7 with 2-year contract at M1/Singtel/StarHub and choose to return the Galaxy Note7 for a refund, how will this affect my contract?

A: This is a hardware exchange and does not affect your contract with your telecommunications provider. You may contact your telecommunications provider for assistance on your contract with your telecommunications provider.

Home Delivery Related

Q: Where can the delivery be made?

A: Delivery can only be made to a local address within mainland Singapore and Sentosa, with the exclusion of areas that are remote or restricted, or places that require security pass/ clearance. We also do not provide delivery to MRT stations, shopping centers or any other public places.

Q: The delivery did not arrive during my appointed slot (no show or late), what should I do?

A: Please contact 1800-SAMSUNG to check on your delivery status.

Q: I have an urgent matter to attend and will not be around at appointed slot, what should I do?

A: Please contact 1800-SAMSUNG to re-arrange your delivery appointment. Alternatively, you can authorise someone to receive the items on your behalf.

Please prepare a Letter of Authorisation, signed by you and stating your permission for an authorised person to receive the cheque on your behalf. The person you authorise must be 18 years. The authorised person will be required to return your Galaxy Note7, and produce the endorsed Letter of Authorisation, a copy of your NRIC/FIN and the authorised person's original NRIC/FIN for the receipt.

Q: Can I change my delivery appointment/ address?

A: Please contact 1800-SAMSUNG if you need to change your delivery appointment/address.

Operator Related

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

A: This is a hardware exchange and does not affect your contract with your telecommunications provider. You may contact to your telecommunications provider for assistance on your contract with your telecommunications provider.

Q: I bought my Galaxy Note7 with 2-year contract at M1/Singtel/StarHub and choose to return the Galaxy Note7 for a refund, how will this affect my contract?

A: This is a hardware exchange and does not affect your contract with your telecommunications provider. You may contact to your telecommunications provider for assistance on your contract with your telecommunications provider.

Q: Will the accidental damage handling services (ie. Fone Care+/Mobile Swop/Smart Support) tied to the Galaxy Note7 M1/Singtel/Starhub be affected if I choose to return/exchange the Galaxy Note7?

A: Please contact your telecommunications provider for assistance on services provided by your telecommunications provider.

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 your Galaxy Note7 device for the Galaxy S7 edge 4G+ will have your Samsung Concierge services transferred to your Galaxy S7 edge 4G+ and updated to take effect from the date of the exchange.

Q: How will I know if Samsung Concierge is transferred to my Galaxy S7 edge 4G+ successfully?

A: An email confirmation on the updated details of Samsung Concierge will be sent.

Q: If I choose to exchange for the Galaxy S7 edge 4G+, can I purchase Samsung Concierge if I have not previously?

A: Yes, you can purchase Samsung Concierge within 14 days from date of exchange. Please click here for listing of purchase locations. Kindly prepare the following for the purchase of Samsung Concierge:

- Galaxy S7 edge 4G+, in good working condition*
- Galaxy S7 edge 4G+ warranty card
- Exchange Confirmation Email/ Delivery Order of the Galaxy S7 edge 4G+ receipt

**Good working condition is defined as no physical scratches, dents, screen cracks and water damage. The Galaxy S7 edge 4G+ can be powered on and no parts are missing.*

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 your Galaxy Note7 device for the Galaxy S7 edge 4G+ will have the full suite of Samsung Concierge services transferred to your Galaxy S7 edge 4G+ and updated to take effect from the date of the exchange.

Q: Will I receive refund for Samsung Concierge?

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

Q: I've utilised several services under Samsung Concierge with my Galaxy Note7, will I receive a full refund for Samsung Concierge?

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

Q: I'm happy with my Galaxy Note7 and wish to continue using it, will Samsung Concierge still apply?

A: No, Galaxy Note7's Samsung Concierge and its services will no longer apply.

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+ valued at \$1,098, and receive an additional \$250 in cheque, or to receive a refund of \$1,168 (recommended retail price of Galaxy Note7).

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

Samsung Concierge customers who choose to receive a refund for your Galaxy Note7 will receive a refund of \$38 for your Samsung Concierge.

Receiving Payment

Q: What is the mode of payment for exchange/ refund?

A: All payment will be made via cheque. Kindly ensure that your name registered for the refund or exchange matches that of your bank account.

Q: Do I need a bank account in order to process the cheque?

A: Yes, a bank account is required to process the cheque.

Q: I do not have a bank account, what should I do?

A: Please contact 1800-SAMSUNG for assistance.

Q: When can I expect to receive the cheque?

A: You'll receive the cheque during the home delivery appointment. Please prepare the following before the exchange/ refund:

- Galaxy Note7 device
- Samsung original accessories to be returned, if any
- Exchange/ refund confirmation email

- NRIC/FIN (for verification)
- Any loan device

You are required to back up your data using Samsung Smart Switch (www.samsung.com/sg/smarts witch), delete any data or other personal materials stored in the device, reset your device and remove your nanoSIM card and microSD card, ahead of the home delivery.

Kindly contact 1800-SAMSUNG if you need further assistance on data back up.

Q: Is there an expiry date for the cheque issued?

A: Yes, please ensure the cheque is banked in within 6 months from date of issue indicated on the cheque.

Q: I've entered the wrong name during registration, what should I do?

A: Please contact 1800-SAMSUNG for assistance.

Q: Can I change the name which I have registered for the exchange/ refund?

A: Please contact 1800-SAMSUNG for assistance.

Q: Can I authorise someone to receive the cheque on behalf of me?

A: We do not encourage receipt on behalf. However if required, please prepare a Letter of Authorisation, signed by you and stating your permission for an authorised person to receive the cheque on your behalf. The person you authorise must be 18 years or above. The authorised person will be required to return your Galaxy Note7, and produce the endorsed Letter of Authorisation, a copy of your NRIC/FIN and the authorised person's original NRIC/FIN for the receipt.

Q: There are errors on the cheque that I received what should I do?

A: Please contact 1800-SAMSUNG for assistance.

Q: I lost / misplaced the cheque that I received. What should I do?

A: Any re-issue of lost/ misplaced cheque will incur a bank admin fee of \$30 (cash) per cheque. Please contact 1800-SAMSUNG for assistance.

Travel Related

Q: The U.S. Department of Transportation's new order bans all Galaxy Note7 devices in carry-on and checked baggage on flights. I'm planning to travel out of Singapore by flight soon, what should I do?

A: Any Galaxy Note7 owner who will be travelling by flight and require a courtesy loan device can obtain one from the following locations:

- Samsung Customer Service Centre at Westgate (#03-01), 11am to 10pm
- Samsung Experience Store at Singapore Changi Airport Terminal 3 (Departure/ Transit Lounge), 0600hr to 0100hr
- Galaxy Note7 Counter at Singapore Changi Airport Terminal 1, 0600hr to 0100hr
- Galaxy Note7 Counter at Singapore Changi Airport Terminal 2, 0600hr to 0100hr

Q: The U.S. Department of Transportation's new order bans all Galaxy Note7 devices in carry-on and checked baggage on flights. I'm currently overseas and will be on my return flight soon, what should I do?

A: Here's what you should do:

- 1) Backup your data in your Galaxy Note7 to a microSD card using Smart Switch.
- 2) Note down or take a photo of the IMEI number of your Galaxy Note7. You can find the 15-digit IMEI number at the back of your device.
- 3) Delete any data or other personal materials stored in the device, and reset your device.
- 4) Remove your microSD card & nanoSIM card.
- 5) Get assistance from your hotel to return the Galaxy Note7 to the local Samsung office for safe disposal. The courier charges incurred can be refunded with a receipt. You may refer <http://www.samsung.com/global/support/globalcontact.html> for listing of Samsung local offices.

The IMEI number of your Galaxy Note7 and your boarding pass is required to participate in our exchange/refund programme.

Q: I'm already at the airport overseas, what should I do?

A: Here's what you should do:

- 1) Backup your data in your Galaxy Note7 to a microSD card using Smart Switch.
- 2) Note down or take a photo of the IMEI number of your Galaxy Note7. You can find the 15-digit IMEI number at the back of your device.
- 3) Delete any data or other personal materials stored in the device, and reset your device.
- 4) Remove the microSD card and nanoSIM card.

5) If you are unable to arrange for the return of the device, please dispose it as appropriately as possible, for example in a recycle bin.

The IMEI number of your Galaxy Note7 and your boarding pass is required to participate in our exchange/refund programme.

Q: I'm a tourist in Singapore and I'm affected by The U.S Department of Transportation's new order to ban all Galaxy Note7 devices in carry-on and checked baggage on flights, what should I do?

A: Here's what you should do:

- 1) Backup your data in your Galaxy Note7 to a microSD card using Smart Switch.
- 2) Note down or take a photo of the IMEI number of your Galaxy Note7. You can find the 15-digit IMEI number at the back of your device.
- 3) Delete any data or other personal materials stored in the device, and reset your device.
- 4) Remove the microSD card and nanoSIM card.
- 5) Visit any of the following locations to return your Galaxy Note7 and obtain a courtesy loan device (If required)
 - Samsung Customer Service Centre at Westgate (#03-01), 11am to 10pm
 - Samsung Experience Store at Singapore Changi Airport Terminal 3 (Departure/ Transit Lounge), 0600hr to 0100hr
 - Galaxy Note7 Counter at Singapore Changi Airport Terminal 1, 0600hr to 0100hr
 - Galaxy Note7 Counter at Singapore Changi Airport Terminal 2, 0600hr to 0100hr

The IMEI number of your Galaxy Note7 and your boarding pass is required to participate in the exchange/refund programme in your residing country.

Q: I've disposed my Galaxy Note7 in another country due to the airline ban, how do I participate in the exchange/ refund programme?

A: Beginning 26 October 2016 until 6 November 2016, you can visit www.samsung.com/sg/note7exchange to select your preference for an exchange or a refund. You will need to provide the following details when logging in to arrange for the exchange or refund.

- 1) Full name as per bank account
- 2) IMEI number of your Galaxy Note7
- 3) NRIC or FIN number
- 4) Mobile contact
- 5) Email address
- 6) Home delivery address

Please prepare the following before the exchange/ refund:

- Return Boarding Pass (travel from 15 October onwards)
- Letter from airline, if any
- Exchange/ refund confirmation email
- NRIC/FIN (for verification)
- Samsung original accessories to be returned, if any
- Any loan device

You are required to back up your data using Samsung Smart Switch

(www.samsung.com/sg/smartswitch), delete any data or other personal materials stored in the device, reset your device and remove your nanoSIM card and microSD card, ahead of the home delivery.

Kindly contact 1800-SAMSUNG if you need further assistance on data back up.