

Samsung Warranty Determination: Customer Talking Points

Use this guide when talking with a customer about the warranty determination at your store.

Remember to use soft skills and express sympathy and understanding with the customer, but maintain confidence in your decision to determine their warranty status based on condition inspection. You are the tech expert responsible for determining a device's warranty status based on condition.

What **NOT** to say to a customer:

- “We don’t do in-warranty Samsung repairs”
- Mention any detailed, backend processes such as:
 - “Samsung doesn’t pay us”
 - “If we don’t make the right determination, we will get a chargeback”

What **TO** share with a customer:

1. Explain the differences in how In-Warranty validation works: In-Warranty by Date versus In-Warranty based on Condition differences.
2. Explain how the physical inspection validation applies to the customer’s device: Device condition checks can render a device out of warranty even if it is still In-Warranty by the date.

See next slides for detailed responses

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1. Explain to the Customer How In-Warranty Validation Works

There are two types of In Warranty validations on your Samsung device.

- ***In Warranty by date*** (typically 1-year) that starts from the date you purchased your device
- ***In Warranty by condition*** – your device must be **free of defects/damage/imperfections** to be considered In Warranty by Samsung
 - Samsung can't determine physical condition of a device over the phone or chat and relies on us as to determine whether a device's condition should be In Warranty

Note for the tech (not customer-facing):

Because our stores are Samsung Authorized Service Centers, Samsung commonly refers customers to our stores. However, it is important to note that Samsung agents should only validate with a customer whether a device is in warranty by date, not based on condition.

A customer's device can be In Warranty by date, but Out of Warranty based on condition.

****Warranty condition validation can only be performed by the Service Center the customer is getting their device fixed at.****

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2. Explain to the Customer How the Validation Applies to Their Device

- "[Customer Name] Unfortunately, even though your device is In Warranty based on date of purchase, based on the current condition of your device, this device cannot be covered as an In-Warranty repair. *(Show the customer the device, point to areas of designation and explain).*"
- "We are happy to repair your device still, but it would not be covered Under Warranty. "
- "I understand that this is probably upsetting and confusing, but my warranty determination decision is based off the condition of the device today, as outlined based on the checkpoints we are given from Samsung."



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3. If a Customer Pushes Back on the Out of Warranty Decision

- "I understand your disappointment and frustration."
- "While your device is covered from the purchase date, it is not covered based on its current condition. We consider this decision carefully based on the device's appearance and state. Unfortunately, due to [Damage/Condition], this device is not covered. "

If a Customer mentions Samsung Reference

- "Thank you for this information. I can share it with the Samsung team to make them aware of your situation. However, the Samsung customer service team can only confirm **your warranty by device date, not current condition.**"



Samsung Warranty Determination: Validation Point Information

Note for the tech (not customer-facing):

Two primary validation points will assist you with determining the correct warranty status:

- **1st validation** point is the inspection of the deco and p-caps on the device.
 - If the device has any damage to the deco or damage to the p-caps, regardless of what symptom the device is experiencing – warranty determination by the store should always be Out of Warranty.

If the device does NOT have any damage to the deco or NO damage to the p-caps – the store should proceed with an inspection of the display itself.

- **2nd validation** point will be inspecting the display itself, which will involve two considerations.
 - Cosmetic imperfections examples
 - Ex) Fingernail indents, pitting, scratching, etc.
 - Symptoms of the device
 - Ex) No touch on the display, black splotches on the LCD, missing image, etc).

If the devices' symptoms are on or near the cosmetic imperfections, the warranty determination should be **considered Out of Warranty**.

If the cosmetic imperfections are separate from the device symptoms (EG: no touch on the upper portion of the display, but fingernail indent on the bottom half of the display) then the warranty determination should be considered In Warranty.