

SAMSUNG TV RMA POLICY

PLEASE NOTE: There is no warranty for return on any defective TV. All Samsung TVs are repair ONLY. DOW Technologies will process defective TVs within the first 14 days and have them serviced and re-sold as refurb. After day 14 the retailer/end user must call Samsung at 866-797-8727.

WARRANTY: 14 Days from the date of purchase from distributor to reseller, or proof of purchase to end user within the last 14 days.

Cracked Panel (Hidden Damage)

How to qualify for an advanced exchange:

1. TV must have the original box
2. Customer bill of sale if DOW invoice is past 14 days

Pictures – the following pictures are required prior to any advanced exchange:

1. Front of Box – Do not cut off any portion of the box
2. Back of Box – Do not cut off any portion of the box
3. Sides of box – from top to bottom of sides
4. Photo of the label on the box and back of the TV
5. Picture with TV powered on (FULL VIEW)
6. Picture with TV powered off (FULL VIEW)



NOTICE: Pictures of TV's hung on walls will NOT be accepted

I. Once the Pictures have been examined and found to be complete for RMA processing and NO damage to the box is visible DOW will exchange the TV on Net 18 Days.

II. Dealer will hold TV until we receive the final approval from Samsung, once approved DOW will request a shipping label from one of our DC locations and have the TV returned to Samsung.

III. If box has slight damage, DOW will submit the request on the dealer's behalf but will not advance exchange the TV. Once approved by Samsung, DOW will provide credit to the customer's account on file or apply the credit back to the CC on file for the original purchase.

IV. DOW Technologies will provide BOL for Hidden Damage claim once approved by Samsung.

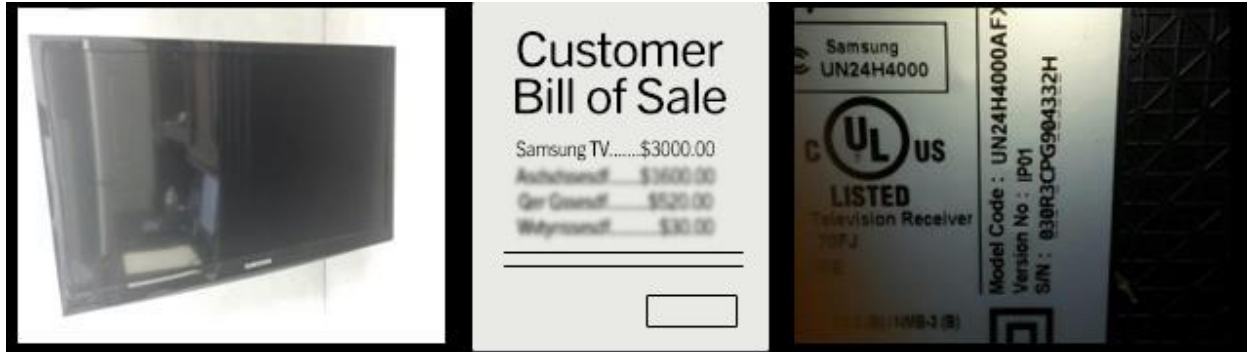
V. Customer must have the original box – NO EXCEPTIONS

WARRANTY: 14 Days from the date of purchase from distributor to reseller, or proof of purchase to end user within the last 14 days.

Defective Samsung TV (Manufacturer Defect)

How to qualify for an advanced exchange:

1. Original box NOT required but preferred– replacement box can be used to transport back to DOW Technologies.
2. Picture of TV powered on
3. Picture of TV powered off
4. Picture of the label on the back of the TV
5. Customer bill of sale to the end user if DOW in invoice is past 14 days



Once the Pictures have been examined and found to be complete for service repair request with Samsung, DOW will exchange the TV on Net 18 Days.

The dealer is responsible for shipping the defective TV back to the closest DOW location of their choice at their expense.

*****The retailer must be in good standing with DOW Technologies for the advanced exchange program*****