

Terms & Conditions

1. Introduction

Samsung's Free Repairs for The Frontline Promotion (the "Promotion") will provide eligible First Responders and Healthcare Professionals ("Local Heroes") one (1) no charge repair for a Galaxy S, Note, J-Series or A-Series device (Excluding Galaxy Fold and Galaxy Z Flip). Eligible Local Heroes include, Doctors, Nurses, EMTs, Medical Staff, Hospital Staff, Nursing Home Staff, Pharmacists, Law Enforcement and Firefighters, including Volunteer Firefighters.

2. Services

Repairs under this Promotion shall include, but are not limited to, the replacement of damaged / cracked front display or rear glass of the phone, battery replacement and microphone or speaker replacement. Additional repairs may be approved, excluding the replacement of the PBA inside the phone.

3. Eligibility

To be eligible for the Promotion, Local Heroes will be required to provide current employment verification, including employment badge, employment ID, or other approved employment verification, which is to include the Local Hero's First Name, Last Name and employer's name or logo.

4. Participation

To participate in the Promotion, Local Heroes can contact Samsung by calling 1-800-SAMSUNG or visit a local, participating Samsung authorized service center located at the following link: <https://www.samsung.com/us/support/service/locations/>. When calling Samsung or visiting a Samsung authorized service center, please have your current, valid, employment verification ready to present. Local Heroes should contact Samsung or an authorized service center during the promotional period of April 20th to June 30th, 2020, to participate in the Promotion.

Prior to visiting a Samsung authorized service center, you should call the location to confirm parts availability, as supplies and parts may vary by store and device model. Samsung Galaxy S7 and S7 edge parts may be limited.

Due to Samsung authorized Best Buy locations not performing repairs at this time, Best Buy will not be participating in this Promotion.

5. General Conditions

Promotion is valid for a limited time only, and may be terminated without notice. Valid at participating Samsung authorized repair locations only, while supplies last. Maximum value of repair not to exceed \$279.99. Promotion not valid for on-site repair van services. Resellers, corporations, businesses, and/or bulk repair service requests are not eligible to participate in the Promotion. Promotion only applies to U.S. Samsung mobile cellular device models. Devices that do not power up, have liquid/corrosion damage, or are international models are excluded from this Promotion. Tablets, laptops, non-phone products are also excluded. Mobile devices that are found to contain unauthorized parts or software will be excluded. Military Branches and Federal Law Enforcement Agencies do not qualify as an eligible First Responder.

Additional fees may apply if the device is found to have damage not covered under this Promotion or if additional services from the Samsung's authorized service center is required; we will contact you for approval to perform additional services in such an event. In the case where additional services are declined, original repair(s) may still be performed.

Employees and Contractors of Samsung Electronics America, Inc. are not eligible to participate in the Promotion.

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