

Getting your Samsung Galaxy Phone or Tablet ready for carry-in service

1. Create a [backup all of your personal data](#). This includes photos, text messages, music, and videos. You can use the backup to restore your Galaxy phone or tablet when you pick it up.
2. Take your SD Card if the problem you're having involves the SD card. Otherwise [encrypt the SD Card](#), and then make sure to [remove the SD Card from the phone or tablet](#) and keep it in a safe location.
3. Remove any third-party cases or screen protectors from your phone, and take your Samsung case if it is the cause of your issue.
4. Take the [original charger and charging cable](#) that came with your phone or tablet. Do not take in any third-party cables or chargers.
5. [Remove the Google account from your Phone or tablet](#) through Accounts in the Settings menu.
6. [Factory reset your Galaxy phone or tablet](#). If you cannot reset it because it does not turn on or the screen is broken, [use Find my Mobile to remotely erase your data](#).
7. Your phone or tablet is now ready to be carried in for service. If you already arranged to have your device repaired, you should have received information on where to take it. If you didn't get this information or you misplaced it, [contact us](#) for support.

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