

Getting your Samsung Gear (watch or earbuds) ready for carry-in service

1. [Back up](#) any personal data on your Galaxy Watch or Gear Fit.
2. Turn off [reactivation lock](#) on your Galaxy Watch.
3. Reset your [watch](#) or [earbuds](#) to factory default settings.
4. Include the charging dock, charging cable, or charging case that was included with your watch or earbuds. Do not send any third party chargers.
5. Your watch or earbuds are ready to be carried in for service. If you already arranged to have them repaired, you should have received information on where to take them. If you didn't get this information or you misplaced it, [contact us](#) for support.

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