Getting your Samsung Galaxy Phone or Tablet ready for mail-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 it comes back from service.

2. Include your SD Card if the problem you're having involves the SD card. Otherwise [decrypt 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 include your Samsung case if it is the cause of your issue.

4. Include the [original charger and charging cable]() that came with your phone or tablet. Do not send in any third-party cables or chargers.

5. [Remove the Google account from your Phone or tablet]() through Accounts in the Settings menu.

   Warning: The next step will delete all personal data from your device, [back up your data]() before continuing.

6. To wipe your personal data after backing it up, you have the option to [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 shipped in for service. If you already arranged to have your device repaired, you should have received instructions on how to mail your device. If you didn't get the instructions or you misplaced them, [contact us]() for support.