

# Getting your Samsung Gear (watch or earbuds) ready for mail-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 now ready to be shipped in for service. If you already arranged to have them repaired, you should have received instructions on how to mail them. If you didn't get the instructions or you misplaced them, [contact us](#) for support.

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