

Getting your Soundbar, Blu-ray, or home theater system ready for mail-in service

1. Make sure you know all of your login information for your app accounts so you can log back in when your Blu-ray player returns. You should be able to get this from the website of the app developer. Here are some common ones to help you out: [Netflix](#), [Hulu](#), [HBO Now](#), [VUDU](#), [Prime Video](#), and [Samsung Account](#).
2. Carefully detach any cables or USB devices that are plugged into your soundbar, home theater system, or Blu-ray player.
3. Send the power cord and AC adapter that was included with your soundbar, home theater system, or Blu-ray player.
4. Surround speakers and subwoofers do not need to be included.
5. Your soundbar, home theater system or Blu-ray player 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 it in. If you didn't get the instructions or you misplaced them, [contact us](#) for support.

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