

# Getting your Samsung TV (32 inch or smaller) 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 TV 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. Make sure to remove any USB drives or dongles you may have in your TV.
3. Be sure to send the power cord with the TV.
4. Your TV is ready to be shipped in for service. If you already arranged to have it repaired, you should have received instructions on how to mail it. If you didn't get the instructions or you misplaced them, [contact us](#) for support.

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