

Terms & Conditions

1. Introduction

Samsung's 15% Off Repairs for The Frontline Promotion (the "Promotion") will provide eligible First Responders and Healthcare Professionals ("Local Heroes") one (1) 15% off repair for a Galaxy S, Note, J-Series or A-Series device (Excluding Galaxy Fold and Galaxy Z Flip). Eligible Local Heroes include, Doctors, Nurses, EMTs, Medical Staff, Hospital Staff, Nursing Home Staff, Pharmacists, Law Enforcement and Firefighters, including Volunteer Firefighters.

2. Services

15% off repairs under this Promotion shall include, but are not limited to, the replacement of damaged / cracked front display or rear glass of the phone, battery replacement and microphone or speaker replacement. Additional repairs may be approved, excluding the replacement of the PBA inside the phone.

3. Eligibility

To be eligible for the Promotion, Local Heroes will be required to provide current employment verification, including employment badge, employment ID, or other approved employment verification, which is to include the Local Hero's First Name, Last Name and employer's name or logo.

4. Participation

To participate in the Promotion, Local Heroes can contact Samsung by calling 1-800-SAMSUNG or visit a local, participating Samsung Experience Store, Samsung Walk-In Service Center or Samsung 837, located at the following:

Location	Address	Phone Number
Samsung Experience Store (New York – Roosevelt Field)	630 Old Country Rd Garden City, NY 11530	516-888-3240
Samsung Experience Store (Houston – The Galleria)	5085 Westheimer Rd Houston, TX 77056	832-430-6059
Samsung Experience Store (Los Angeles - Americana at Brand)	250 Americana Way Glendale, CA 91210	747-216-1700
Samsung Experience Store (Palo Alto - Stanford Shopping Center)	660 Stanford Shopping Center, Space #6A Palo Alto, CA 94304	650-683-8070

Samsung Walk-In Service Center	91 W Spring Valley Ave Maywood, NJ 07607	201-291-3770
Samsung 837	837 Washington St, New York, NY 10014	800-726-7864

When calling Samsung or visiting a participating Samsung location, please have your current, valid, employment verification ready to present. Local Heroes should contact Samsung or visit a participating Samsung location during the promotional period of July 1st to August 31st, 2020, to participate in the Promotion.

Prior to visiting a participating Samsung location, you should call the location to confirm parts availability, as supplies and parts may vary by store and device model. Samsung Galaxy S7 and S7 edge parts may be limited.

5. General Conditions

Promotion is valid for a limited time only, and may be terminated without notice. Valid at participating Samsung locations only, while supplies last. No rain checks will be given. Savings off of repair not to exceed \$279.99 before application of discount. Promotion not valid for on-site repair van services. Resellers, corporations, businesses, and/or bulk repair service requests are not eligible to participate in the Promotion. Promotion only applies to U.S. Samsung mobile cellular device models. Devices that do not power up, have liquid/corrosion damage, or are international models are excluded from this Promotion. Tablets, laptops, non-phone products are also excluded. Mobile devices that are found to contain unauthorized parts or software will be excluded. Military Branches and Federal Law Enforcement Agencies do not qualify as an eligible First Responder. 15% Savings cannot be combined with any other discounts or coupons, and can only be used once for a single repair. Savings exclusive of applicable taxes.

Additional fees may apply if the device is found to have damage not covered under this Promotion or if additional services from the Samsung location is required; we will contact you for approval to perform additional services in such an event. In the case where additional services are declined, original repair(s) may still be performed.

All repairs at the Samsung locations, outlined herein, are completed with Samsung authentic OEM service parts and are repaired by Samsung Certified Pros.

Employees and Contractors of Samsung Electronics America, Inc. are not eligible to participate in the Promotion.

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