Builder warranties you can feel good about, even if they never have to use it.

**One-year**

**Builder Channel Warranty Coverage**

Samsung allows builders and homeowners to start the one-year manufacturer warranty on their purchased appliances from the date of first use, as opposed to appliance delivery or purchase date. By doing this, we’re able to extend the coverage of your new appliances to the maximum time allowed. Accepted proof of first use can be the Certificate of Occupancy (COO), Closing Statement provided by the builder or a copy of the Deed.

**Warranty includes:**

- One-year parts & labor
- 30-day cosmetic∗
- Base Package Appliances

*Note: Cosmetic warranty includes but is not limited to scratched or dinged front doors, cracked bins, or missing parts. If the unit has damage to the frame from shipping, delivery, or other sources that are beyond the ability to be fixed with a cosmetic part, it is considered physical damage. Please refer to the sales contract for more information regarding damage allowance.

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**How does a homebuyer get standard coverage?**

1. **Prior to closing on a home,** a Samsung appliance package must be ordered, purchased, and installed.
2. **At closing,** Builder provides homebuyer with product registration form and warranty information for all appliances purchased.1
3. **To activate the one-year warranty,** Samsung home appliances must be registered by sending the completed product registration form, along with a copy of the Certificate of Occupancy (COO), Closing Statement or Deed to builderwarranty@sea.samsung.com.
4. **Samsung validates the purchase of the home appliances** by cross-referencing serial numbers in the homebuyer’s registration form against the products sold via their Builder.

Please note the warranty section on your user manual that is available on Samsung.com should always be referenced and validated to ensure accuracy. This document is meant as a general reference tool and does not validate warranty terms.

∗To be eligible for coverage, cosmetic damage must be reported within the first 30 days from product installation or date listed on property closing documentation, such as Certificate of Occupancy (COO) or Deed (redaction of private information allowed). If eligible, Samsung will provide one-time only parts and labor to cover the cosmetic service event; subsequent cosmetic damage is not eligible for coverage. Terms of coverage are subject to change at any time and without prior notice. Physical damage such as frame damage or damages beyond economical repair are not covered by cosmetic warranty.1Product registration form available at samsungbuilder.com/warranty
Builder Channel Upgraded Warranty

Register your homebuyers with a three-year parts and labor coverage, as well as a 30-day cosmetic coverage, when they get a Samsung upgraded appliance package for their new home. In order to qualify, a Samsung upgrade appliance package must be ordered and purchased before the house is closed. At closing, builders can submit a three-year warranty registration on behalf of their homebuyers by registering below. Warranty will not apply if all appliances are not included with original order.

Warranty includes:

- Three-year parts & labor
- 30-day cosmetic
- *Upgraded Appliance Packages include Refrigerator + Washer & Dryer

NOTE: Cosmetic warranty includes but is not limited to scratched or dinged front doors, cracked bins, or missing parts. If the unit has damage to the frame from shipping, delivery, or other sources that are beyond the ability to be fixed with a cosmetic part, it is considered physical damage. Please refer to the sales contract for more information regarding damage allowance.

How does a homebuyer get upgraded coverage?

01 Prior to closing on a home, a Samsung appliance package must be ordered, purchased, and installed.
Upgrade Package includes:
Base Package Appliances + Washer & Dryer

02 At closing, Builder provides homebuyer with product registration form and warranty information for all appliances purchased. Warranty will not apply if all appliances are not included with original order.

03 To activate the three-year warranty, Samsung home appliances must be registered by sending the completed product registration form, along with a copy of the Certificate of Occupancy (COO), Closing Statement or Deed to builderwarranty@sea.samsung.com.

04 Samsung validates the purchase of the home appliances by cross-referencing serial numbers in the homebuyer’s registration form against the products sold via their Builder.

Warranty/Repair Service Contact

Homebuyer Samsung Support
Homebuyer can get assistance for any warranty-related repairs through Samsung Support.

1-800-SAMSUNG
(1-800-726-7864)
Web, Live Chat, or Email:
samsung.com/us/support
MON – FRI : 8AM – 12AM (EST)
SAT – SUN : 9AM – 11PM (EST)
You can also get support via text message 24/7.

Samsung Builder Concierge
A dedicated resource for employees affiliated with the Distributor, Developer or Builder.

1-844-SAM4BLD
(1-844-726-4253)
Email:
builderwarranty@sea.samsung.com
MON – FRI : 9AM – 8PM (EST)

Please note the warranty section on your user manual that is available on Samsung.com should always be referenced and validated to ensure accuracy. This document is meant as a general reference tool and does not validate warranty terms.

*To be eligible for coverage, cosmetic damage must be reported within the first 30 days from product installation or date listed on property closing documentation, such as Certificate of Occupancy (COO) or Deed (redaction of private information allowed). If eligible, Samsung will provide one-time only parts and labor to cover the cosmetic service event; subsequent cosmetic damage is not eligible for coverage. Terms of coverage are subject to change at any time and without prior notice. Physical damage such as frame damage or damages beyond economical repair are not covered by cosmetic warranty. Includes Refrigerator + Range or Built-In Oven & Cooktop + Microwave or OTR Microwave or Hood + Dishwasher. Individual Builder base packages may vary. Product registration form available at samsungbuilder.com/warranty