

Samsung Extended Warranty

Register your "Fast Guard" Warranty

This guide is a summary of Samsung Extended Warranty bulk registration. Please refer to detailed warranty information for your product for complete coverage, limitations and exclusions.

Samsung sell Extended Warranty via distributor/dealer same route as the product.

Samsung will send the certificates to the desired e-mail address in PDF format once the product is purchased from Samsung Electronics Nordic AB.

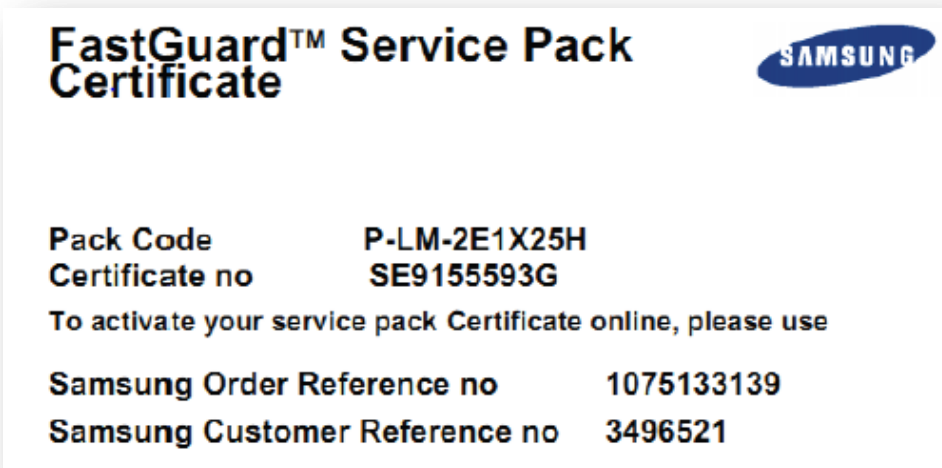
Below is a guide for the activation of Fast Guard warranty. (Bulk upload)

After receiving the certificates they must be activated via a website. It is important that the end customer's contact information is used at the time of registration so that confirmation is sent to the buyer. In order to obtain the right level of guarantee the product should be activated within 90 days of purchase.

1) FIRST HAVE YOUR FAST GUARD CERTIFICATES TO HANDS.

You need the following information:

- Order number (Order Reference no)
- Customer Reference Number (Customer Ref.no)
- Model Number, Serial Number (from product or box)
- Pack Code.
- Date of purchase.



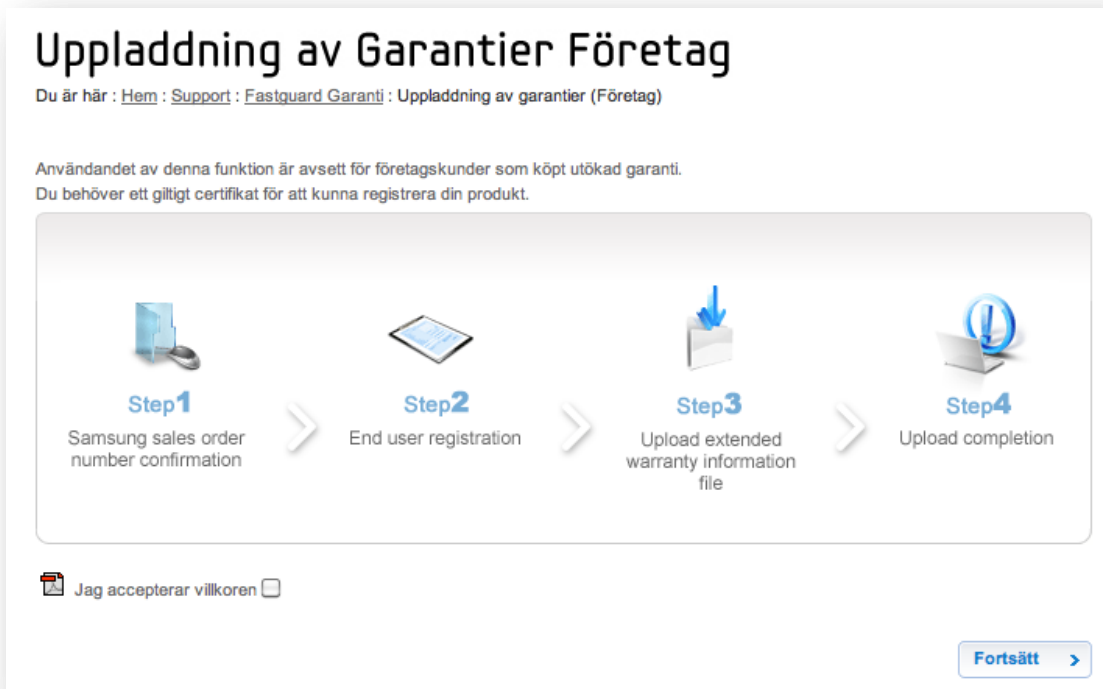
2) GO TO YOUR LOCAL SAMSUNG WEB PAGE

Following address is available in local language for Nordic area: www.samsung.se www.samsung.fi
www.samsung.dk www.samsung.no

Click on "Support" and then "Extended Warranty". (Utökad Garanti (Endast Företag))



3) PLEASE READ AND ACCEPT THE TERMS AND THEN CLICK "CONTINUE"



4) ENTER YOUR "ORDER NUMBER" AND YOUR "CUSTOMER REFERENCE NUMBER" (FOUND ON THE CERTIFICATE)

Uppladdning av Garantier Företag

Du är här : [Hem](#) : [Support](#) : [Fastguard Garanti](#) : Uppladdning av garantier (Företag)

Step1 > Step2 > Step3 > Step4

* Kontrollera din order med ordernummer och kundreferensnumret du fått från Samsung

Samsung ordernummer (10 siffror 1xxxxxxx)

Ditt Samsung kundreferensnummer (7 siffror)

5) ENTER ALL USER CONTACT INFORMATION

Remember to enter the correct email address so that the confirmation of activation will go correct.

Uppladdning av Garantier Företag

Du är här : [Hem](#) : [Support](#) : [Fastguard Garanti](#) : Uppladdning av garantier (Företag)

Step1 > Step2 > Step3 > Step4

Registrera slutkundsinformation. Om du redan känner till slutkundens Samsung kundreferensnummer, vänligen använd sökfunktionen för att ange slutkundsinformationen.

Slutkund ref.nr [Sök >](#)

Om slutkund

Företagsnamn *

Postnummer *

Gata *

Husnummer

Ort *

Telefonnummer direkt *

Mobilnummer

E-postadress *

[Registrera >](#)

6) PRINT AND SAVE THE CUSTOMER REFERENCE NUMBER

Next time you register a guarantee these fields are automatically completed when you use this customer reference number. This number is a unique customer number

Registrera slutkundsinformation. Om du redan känner till slutkundens Samsung kundreferensnummer, vänligen använd sökfunktionen för att ange slutkundsinformation.

Slutkund ref.nr [Sök >](#)

*** För senare användning, spara informationen om slutkund genom att skriva ut den.**

Om slutkundSE

Slutkund ref.nr	<input type="text" value="0000032723"/>
Företagsnamn *	<input type="text" value="Fabrik AB"/>
Postnummer *	<input type="text" value="123 456"/>
Husnummer	<input type="text"/>
Gata *	<input type="text" value="Fabriksgatan 12"/>
Ort *	<input type="text" value="Staden"/>
E-postadress *	<input type="text" value="test@samsung.se"/>
Telefonnummer direkt *	<input type="text" value="08 123456"/>
Mobilnummer	<input type="text"/>

[Skriv ut](#) [Fortsätt >](#)

7) START DOWN LODING.

Start by downloading a sample file that you can use as a template. In the columns, enter the serial number, pack number and purchase date on the certificate. Model: Use the exact model number. Serial number: With or without the last letter. Pack Number: Use the exact code (packed code). Date of purchase: The format YYYY-MM-DD. Make sure that the excel file is formatted in "text format".

Save your file in Excel 97-2003 worksheet format (*.xls) and upload it.

	A	B	C	D	E
1	MODEL_CODE	SERIAL_NO	PACK_NUMBER	PURCHASE_DATE	
2	LS24CBUM/EN	B2CDH9XB300556	P-LM-2E1X25H	2011-06-08	(Exempel)
3					
4					
5					
6					
7					
8					

NEED HELP QUICK?

Hot Line for Business Calls. (Weekdays 08.00 to 17.00 local time)

COUNTRY	PHONE	E-MAIL
Sweden	+46 771 SAMSUNG (0771-726 78 64)	b2b.se@samsungsupport.net
Norway	+47 815 56480	b2b.no@samsungsupport.net
Finland	+358 030 62 27 515	b2b.fi@samsungsupport.net
Denmark	+45 70 70 19 70	b2b.dk@samsungsupport.net

Please note that the text in this document is only an extract from "General Service Guidelines for Business Customers", where the complete set of terms and conditions is set out. In case of any discrepancies between this document and "General Service Guidelines for Business Customers", "General Service Guidelines for Business Customers" shall prevail.