

Hanwha Techwin America

100 Challenger Road, 7th Floor

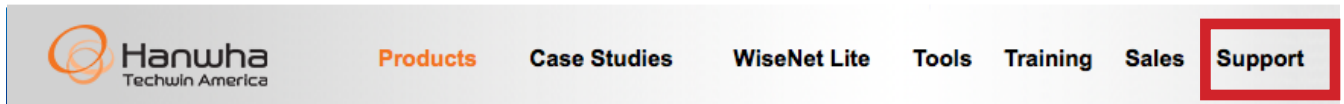
Ridgefield Park, NJ 07660

877.213.1222 Fax: 201.373.0124

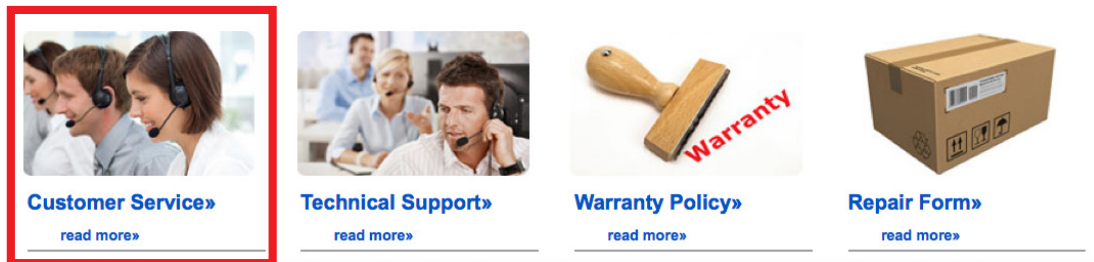


NOTE: For Hanwha Direct Accounts Only. Other customers need to contact the original place of purchase

Step 1: Go to HanwhaTechwinAmerica.com and click on the “Support” tab



Step 2: Click on the “Customer Service” tab



Step 3: Click on “Query Type” drop down menu and select “out-of-box defect”. If the customer is a GOLD or SILVER Step Partner, enter the name in the “Additional Information” field. Complete all required fields.

To contact our Customer Support team by e-mail; complete this form and click the “Submit” button.

Our Technical team can also be reached at : 877-213-1222

Thank you for your interest in Samsung products.

First Name* Last Name* * required fields

Title Company*

Address* City*

State* Zipcode*

Phone* - - Fax - -

E-mail*

Query Type*

Additional Information*

Account Number*

PO Number*

Model Number*

Serial Number*

Reason for Return

Request*

Enter Code * (Enter the verification code show in the image above)

These additional fields are displayed.

Step 4: Click the “SUBMIT” button. The form will be emailed to Samsung’s Returns Specialist.

Step 5: The Returns Specialist will attempt to validate the request.

- a) If validated, the RMA form will be emailed to the address on the request form.
- b) If unable to validate the request, submitter will receive an email explaining the reason.
 - a. Unit is outside the “out-of-box” return period.
 - b. Need a proof-of-purchase (POP) invoice
 - c. Need additional information etc.

Replacement Unit: If a replacement unit is needed, the Distributor must make the necessary arrangements. Hanwha does not supply replacement units direct to the customer.