

# Samsung Customer Care Program



## 3-Year Advance Replacement Warranty\*

**The Samsung Customer Care Program is a value-added service provided by Yeo & Yeo Computer Consulting. Should you experience problems with your Samsung monitor within 3 years of your purchase date, Yeo & Yeo will replace your monitor – free of charge!**

### To Replace A Defective Monitor:

- ✓ Have your nine-digit model number and serial number available. (Located on the back of your monitor)
- ✓ Call Yeo & Yeo's Service Coordinator at 1-800-607-1446.
- ✓ Yeo & Yeo will have a new Samsung monitor shipped to you within 7-10 business days.
- ✓ A prepaid shipping label will be enclosed with your new monitor.
- ✓ Repackage defective monitor in the same box your new monitor shipped in.
- ✓ Affix prepaid shipping label and send with UPS.

**If you would like more information about our Samsung Customer Care Program, call your Account Executive or Yeo & Yeo's Service Coordinator at 1-800-607-1446.**

\*For Samsung monitors purchased from Yeo & Yeo Computer Consulting. Samsung, nor Yeo & Yeo, are responsible for cracked or defective monitors due to misuse or monitors that have been dropped or intentionally damaged.



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