

Returns and Faulty Goods Policy

Thanks for shopping at a Samsung Experience Store. We hope you love your new product.

This Returns and Faulty Goods Policy applies to purchases made from Samsung Experience Stores on or after 10th December 2025.

If you are not happy with your purchase for any reason, you will find all your options and next steps detailed below.

Please note: Samsung Experience Stores are unable to accept returns for home delivery or online orders.

Products purchased in store and taken away immediately (walkout order):

We will be happy to accept a return and offer a refund, as long as the following criteria are met:

- You return the product to the store you purchased from within 14 days (unless otherwise stated as part of a promotion) – see the 'How do I return my product' section below.
- The product(s) must be in an as new condition unopened with security stickers sealed, all original packaging, accessories, and any free of charge products supplied with the product(s).
- While in your possession, you must take reasonable care of the product(s). Products must be returned undamaged.

How do I return my product?

Simply bring the item to the store where you made the purchase with proof of purchase e.g. receipt, or order number. Products purchased as a walkout order need to be returned to the same store they were purchased in, within 14 days of purchase.

If you return products that are outside of our returns policy, or if you don't have proof of purchase, we will be unable to process a refund. Always be sure to keep your receipt or order confirmation.

If your product is faulty

If your product develops a manufacturing fault within 30 days of purchase, please return to the store where the product was purchased, with proof of purchase for a refund. Please be sure to disable any security features and wipe your personal data from the device.

After 30 days, we'll repair or replace the product in accordance with the terms of the Consumer Rights Act 2015. Please contact us if your item is faulty.

None of the above exclusions affect your statutory rights, in particular your rights under the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013. More information on your rights under Consumer Contracts Regulations 2013.

Products purchased in store for home delivery:

You can return unwanted items up to 14 days after purchase.

The product must be in 'as new' condition, with all accessories and any free of charge items you received included. Products that are returned damaged will not be accepted, unless you reported them as having arrived damaged or the product is faulty:

The following conditions apply to all other returns unless explicitly stated: We will be happy to accept a return, and offer a refund, as long as you notify us within 14 days of the day you receive your product(s), unless otherwise stated as part of a promotion. You will then have a further 14 days from

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A full refund will not be provided (and a reduced amount refunded instead) if:

- a) you have handled the product more than if you were reviewing it in a retail store before purchase (e.g. you have used it more than is necessary to establish its nature, characteristics and functioning). Including if you have installed the product(s), connected the product(s) to services such as water or gas, or inputted any data, or installed software. We will make a minimum of 20% deduction from your refund for the reduction in value of the product(s). This reflects the minimum reduction in the value of the product caused by this handling;
- b) the product(s) are not returned in an as new condition with all original packaging, accessories, and any free of charge products supplied with the product(s). We will reduce the refund amount to reflect the value of any accessories or free of charge products not returned; or
- c) the products(s) are returned damaged.

An example of reductions that may apply:

Reason	Partial Refund Amount
Free of charge item is not returned	You will receive your refund minus the free of charge item value
Installed the product	Minimum 20% reduction from your refund if you have installed the product(s), or connected the product(s) to services such as water or gas
Used the product	Minimum 20% reduction from your refund if you have inputted any data, installed software onto the product or if earbuds/earphones have been used

Returns refund details

Once we have received your returned order, we will process a refund. We will email confirmation that your return has been received, and again, when it has been processed.

All returns can take up to 14 days to process. If you have not received confirmation of your return after 14 days, please

contact us. A Customer Support agent will be in touch, if we require any further information to process your return.

Returns packaging process

Please securely package your item in the original packaging, along with any bundled or promotional items you received with your order (whether free or discounted).

The items you have to return depends on whether you ordered a single item or multiple items, and in the case of multiple items, whether any were free gifts or discounted items as part of a bundle deal, see below for details.

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If your home delivery product is faulty

If your product develops a manufacturing fault within 30 days of purchase, please return with proof of purchase for an exchange or refund. Please be sure to disable any security features and wipe your personal data from the device.

After 30 days, we'll repair or replace the product in accordance with the terms of the Consumer Rights Act 2015. Please [contact us](#) if your item is faulty.

None of the above exclusions affect your statutory rights, in particular your rights under the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013. More information on your rights under Consumer Contracts Regulations 2013.

The above does not affect your statutory rights.

Returning faulty items – Home Delivery orders

If your product develops a manufacturing fault within 30 days of purchase, please return with proof of purchase and we'll exchange or refund it. Please disable any security features and remove your personal data.

After 30 days, we'll repair or replace the product in accordance with the terms of the Consumer Rights Act 2015.

Get in touch if your item is faulty.

None of the above exclusions affect your statutory rights, in particular your rights under the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013. More information on your rights under Consumer Contracts Regulations 2013.

Cost of Returns: Home Delivery Orders (does not include faulty products)

Smaller items

e.g. Phones, Tablets, Watches, TVs and Monitors 43" or under, Microwaves, Vacuums, Soundbars etc.

We can provide you with a returns label for you to affix to the package and you can take the package to your nearest DPD drop-off point ("Drop-off Return"). The cost of the Drop-off Return will be passed onto you at the following rate ("Drop-off Return Costs"):

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Product	Drop-off Return Costs
Smaller items (e.g. Phones, Tablets, Watches, TVs and Monitors 43" or under, Microwaves, Vacuums and Soundbars etc.)	£5.99

1. Contact us to obtain a return label
2. Package the device carefully and include any accessories or bundled promotional items you received with your order (whether free or discounted)
3. Seal the package and affix the returns label
4. Take the package to your nearest DPD drop-off point

Please note: You must return goods without undue delay and in any event within 14 days of requesting a return. If you send us your item(s) after 14 days has passed, we reserve the right to refuse your return.

Larger items (Large Displays and Home Appliances)

e.g. TVs & Monitors over 43", Fridges and Freezers, Dishwashers, Ovens and Hobs, Washing Machines, Tumble Dryers etc.

Larger items need to be collected, you can contact us to arrange a collection via our courier. You will need your order ID and delivery details to hand. We will arrange for our courier to come and collect the larger item from you and pass the collection charge onto you at the following rate ("Collection Costs"):

Collection costs by location

Address in UK (Excluding Northern Ireland and Isle of Man)	Address in Northern Ireland or Isle of Man
£50	£100

Please note, collection will only be available from the original delivery address.

If you paid for your product(s) using a debit/credit card, PayPal, PayPal Credit, or finance, the Collection Costs or Drop-off Return Costs (as applicable) will be deducted from your refund automatically. If you paid using Samsung Finance, we will send you a link to make payment of the Collection Costs or Drop-off Returns Costs (as applicable).

Please securely package your item in the original packaging, along with any bundled or promotional items you received with your order (whether free or discounted).

Once we have received your returned order, we will process a refund. We will email confirmation that your return has been received, and again, when it has been processed.

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All returns can take up to 14 days to process. If you have not received confirmation of your return after 14 days, please contact us. A Customer Support agent will be in touch, if we require any further information to process your return.

If you choose to send the product(s) back to us via another method, you are able to do this but you must ensure that the product(s) are sent back securely and safely, and with suitable insurance cover. You will be responsible for any damage caused to the product(s) in transit and we may reduce the full amount of your refund to reflect the reduction in the value of the product(s) caused by the damage.

Please note:

- Refunds can only be made to the original payment method (including cash refunds which would occur at the store you originally purchased from)
- A full refund will not be provided (and a reduced amount refunded instead) if:
 - a) you have handled the product more than if you were reviewing it in a retail store before purchase (e.g. you have used it more than is necessary to establish its nature, characteristics and functioning). Including if you have installed the product(s), connected the product(s) to services such as water or gas, or inputted any data, or installed software. We will make a minimum of 20% deduction from your refund for the reduction in value of the product(s). This reflects the minimum reduction in the value of the product caused by this handling;
 - b) the product(s) are not returned in an as new condition with all original packaging, accessories, and any free of charge products supplied with the product(s). We will reduce the refund amount to reflect the value of any accessories or free of charge products not returned; and
 - c) the products(s) are returned damaged.