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# Terms and Conditions

For specific provisions or legal information relating to your product, please refer to the printed materials included with you of your product's Standard Limited Warranty, Health and Safety Information, and other important product information are product's User Manual.

This information was last updated on April 16th, 2024.

You can also visit [www.samsung.com](http://www.samsung.com) and use the model number to locate the product support page.

## Standard Limited Warranty



### LIMITED WARRANTY TO ORIGINAL CONSUMER PURCHASER WITH PROOF OF PURCHASE AND/OR PROOF OF DELIVERY

This SAMSUNG brand product, as supplied and distributed by SAMSUNG and delivered new, in the original carton to the original consumer purchaser, is warranted by SAMSUNG against manufacturing defects in materials and workmanship for a period of:

## Enter a model number to review the warranty details

UN55DU8000FXZA

[How to find my model number](#)[CONTACT](#)



## UN55DU8000FXZA - 55" Class Crystal UHD DU8000

This limited warranty begins on the date of delivery to the original consumer purchaser and is valid only on products purchased and used in the United States.

**12**  
MONTHS

### Warranty labor period

Your product has a Twelve (12) month labor period

**12**  
MONTHS

### Warranty parts period

Your product has a Twelve (12) month part coverage

<sup>A</sup>Some retailers may offer an extended warranty term; [register](#) your device to check your coverage.

### Additional parts coverage

For commercial use, the warranty is 90 Days Parts and Labor

This limited warranty begins on the date of delivery to the original consumer purchaser and is valid only for products purchased and used in the United States. To receive warranty service, the purchaser must contact SAMSUNG for problem determination and service procedures. Warranty service can only be performed by a SAMSUNG-authorized service center. The original dated bill of sale and/or proof of delivery must be provided upon request to SAMSUNG or SAMSUNG's authorized service center.

SAMSUNG will repair or replace this product, at our option and at no charge as stipulated herein, with new or reconditioned parts or products found to be defective during the limited warranty period specified above. All replaced parts and products become the property of SAMSUNG and must be returned to SAMSUNG. Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer.

Certain products are eligible for In-home service at Samsung's discretion. To receive in-home service, the product must be unobstructed and accessible to service personnel. If during in-home service, a repair cannot be completed, it may be necessary to remove, repair, and return the product. If in-home service is unavailable, SAMSUNG may elect, at our option, to provide product transportation of our choice to and from the SAMSUNG-authorized service center. Otherwise, product transportation to and from the SAMSUNG-authorized service center is the responsibility of the purchaser.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal, and except to the extent otherwise expressly provided for in this statement, noncommercial use of this product, and shall not cover any of the following: damage that occurs in shipping, delivery and installation and uses for which this product was not intended; product where the original factory serial numbers have been removed, defaced, changed in any way, or cannot be readily determined; cosmetic damage, including scratches, dents, chips, and other damage to the product's finishes; damaged caused by accidents, abuse, neglect, fire, water, lightning or other acts of nature; damaged caused by use of power equipment, systems, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by SAMSUNG; damaged caused by incorrect electrical line voltage, fluctuations and surges; damaged caused by customer adjustments or failure to follow operating, cleaning, maintenance and environmental instructions that are covered and prescribed in the product user manual or other instructions; damaged caused by reception problems and distortion related to noise, echo, interference or other signal transmission and delivery problems; or damaged caused by brightness related to normal aging or any other issues caused by commercial or non-normal consumer use of this product. The cost of repair or replacement under these excluded circumstances shall be the customer's responsibility.

Visits by an authorized servicer to explain product functions, maintenance, or installation are not covered by this limited warranty. Please contact SAMSUNG at the number below for assistance with any of these issues.

## EXCLUSION OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states do not allow limitations on how long an implied warranty lasts, so this

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above limitations or exclusions may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

LIMITATION OF REMEDIES

YOUR SOLE AND EXCLUSIVE REMEDY IS PRODUCT REPAIR OR PRODUCT REPLACEMENT AT SAMSUNG'S OPTION, AS PROVIDED IN THIS LIMITED WARRANTY. SAMSUNG SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF SAMSUNG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

SAMSUNG does not warrant the uninterrupted or error-free operation of the product. No warranty or guarantee given by any other person or corporation with respect to this product shall be binding on SAMSUNG.

To obtain warranty service, please contact SAMSUNG at:

Samsung Electronics America, Inc.  
85 Challenger Road  
Ridgefield Park, NJ 07660-2112

1-800-SAMSUNG (726-7864) – [www.samsung.com](http://www.samsung.com)

The benefits of this Limited Warranty extend only to the original purchaser of Samsung [products](#) from an authorized Samsung reseller. THIS LIMITED WARRANTY SHALL NOT APPLY TO ANY SAMSUNG PRODUCTS PURCHASED FROM UNAUTHORIZED RESELLERS OR RETAILERS, EXCEPT IN STATES WHERE SUCH RESTRICTION MAY BE PROHIBITED. For a list of Samsung authorized retailers, please go to: [http://www.samsung.com/us/peaceofmind/authorized\\_resellers.html](http://www.samsung.com/us/peaceofmind/authorized_resellers.html).

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Health and Safety



Standard Limited Warranty for Repair Parts



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We're here for you

# Contact Samsung Support

Contact us online through chat and get support from an expert on your computer, mobile device or tablet. Support is also available on your mobile device through the Samsung Members App.

Get support



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