

Refrigerator

Warranty Period

12 Months

Warranty Service

[In-Home](#) Service

Additional information

All Refrigerators have 12-month parts and labour warranty, with 10-year parts warranty on digital inverter compressors.

Key Links

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Washing Machine

Warranty Period

12 Months

Warranty Service

[In-Home](#) Service

Additional information

All washing machines have 12 months parts and labour warranty. Certain direct drive models have additional parts coverage. Please...

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Dryer

Warranty Period

12 Months

Warranty Service

[In-Home](#) Service

Additional information

All Dryers have 12-month parts and labour warranty.

Key Links

[See our latest products](#)
[Samsung Care+ for TVs & Home Appliances](#)

Range

Warranty Period

12 Months

Warranty Service

[In-Home](#) Service

Additional information

- All Ranges have 12-month parts and labour warranty.
- 5-year parts warranty on radiant heater and glass cooktop*...

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Microwave

Warranty Period

12 Months

Warranty Service

[In-Home](#) Service

Additional information

All OTR Microwave Ovens have 12-month parts and labour warranty, with 5-year parts warranty on the magnetron.

Key Links

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Vacuum Cleaner

Warranty Period

12 Months

Warranty Service

[Carry-in](#) Service / [Pickup](#) Service

Additional information

Twelve (12) months for Battery

Key Links

[See our latest products](#)
[Samsung Care+ for TVs & Home Appliances](#)

Dishwashers

Warranty Period

12 Months

Warranty Service

[In-Home](#) Service

Additional information

All Dishwashers have 12 months parts and labour warranty

Key Links

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[Samsung Care+ for TVs & Home Appliances](#)

Warranty Policy

Warranty Information

The following supplements the warranty statement that accompanies your Samsung product.

Warranty periods and warranty services are intended as a guide only and variations may occur. The warranty period commences upon the date of purchase by the original purchaser and continues for the following specified period of time after that date.

The warranty covers manufacturing defects only. Please note that this does not include consumables items such as batteries, bulbs, and ink cartridges unless listed above under 'general information'. The liability of Samsung Electronics (or its appointed maintenance agent) is limited to the cost of repair and/or replacement of the product under warranty. The warranty is invalidated if the defect is caused (howsoever) by misuse, neglect, and tampering or incorrect adjustment. It is invalidated if unauthorized persons carry out any alterations and/or repairs. Also, the warranty is invalidated in the following cases:

- For the repair of a domestic product used in a commercial environment
- For repair due to incorrect installation in your home
- For repair to any product where the serial number has been removed
- Where any ancillary equipment not furnished or recommended by Samsung causes problems or damage that is attached to or used in connection with the product

To obtain technical assistance or to book a service/repair to your product under warranty, please contact our customer care center at 1-800-SAMSUNG (726-7864)

To assist our customer service team, please have your model number, serial number and date of purchase ready when calling

Overseas Product Service Policy

Any product purchased outside of Canada (such as a direct overseas purchase) is not covered by Samsung Electronics Canada's limited manufacturer's warranty. The product may be covered by a warranty applicable in the country of purchase.

If repair service is requested in Canada, it will be considered Out-of-Warranty and, if the product is deemed repairable, will be repaired at customer's sole cost and expense.

The repair service process will be as follows:

- You will be charged a repair cost and repair time can be longer than unusual

- Detailed cost and estimated repair time can be confirmed at a Samsung Authorized Service Center
- All products will require verification and a determination whether it can be repaired in Canada
- Samsung Electronics Canada and its Authorized Service Centers reserve the right to refuse to repair the product at their discretion for any reason whatsoever
- Repair service may be refused due to the following reasons, including but not limited to:
 - significant differences in product specifications, functionality, features or otherwise between a Canadian product and the product purchased in another country differences in the usage environment such as signal, device connections power supply, bandwidth, voltage, etc.
 - Non-genuine Samsung products
 - Customer misuse or abuse
 - Lack of replacement parts, tools or know-how
- Samsung Electronics Canada and its Authorized Service Centers do not guarantee that following the repair, the product will be fully functional according to Canadian specifications or to the specifications in the country of purchase and disclaim any warranty, liability or damages associated with such repairs.

Overseas Product Repair (Smartphones, Tablets, Wearable Devices)

Samsung limits service for smartphones, tablets, and wearable devices to the country where the product was first sold.

However, if you need service for a Samsung smartphone, tablet, or wearable device purchased in a country other than the country in which you intend to have your device repaired (or if you need service for a Samsung smartphone, tablet, or wearable device), you can contact a Samsung Authorized Service Centre to check whether it can be repaired at such service centre.

- The limited warranty period of 1 year will apply, regardless of the warranty period of the country where the product was first sold.
- Repair may take longer due to procuring some parts, or service may be unavailable in countries other than in the country of original sale.

- Repair may incur costs if the warranty does not apply, and repair costs vary by country and may differ from those in the country where the product was first sold.
- Returns and refunds are only available from the country where the product was first sold.
- Service is not provided outside the country where the product was first sold for accessory products such as battery packs, charging pads, and cases.

Online Support

There are a number of a different ways of contacting us via Live Chat, Text, Email and more.

Please note: If you are unable to access chat, please [Click Here](#)

Call Support

Speak to one of our dedicated team of experts.

Mon-Sun: 9 AM – 9 PM (EST)

1-800-726-7864

1-800-SAMSUNG