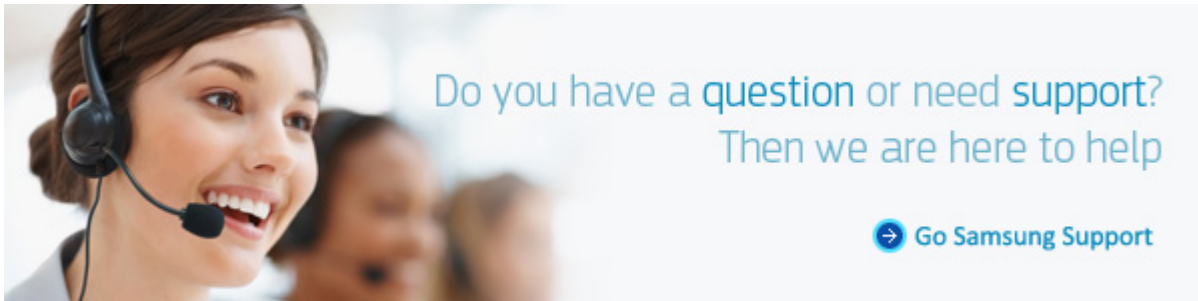




Paul Visco <paulsidekick@gmail.com>

[ANSWER]Samsung Gear Live Watch Strap Missing Screw Issue

Samsung Customer Support Center <dear_customer@contactus.samsung.com> Sun, May 3, 2015 at 5:02 PM
To: paulsidekick@gmail.com

Dear Paul,

Thank you for taking the time to contact us at Samsung Technical Support.

After reviewing your Email, we understand that your Gear Live watch strap screws are lost. We can understand how inconvenient that could be for you. I will provide you the required information.

As the device screws are not user replaceable parts and are not sold online, you need to send the device to the repair center to fix it by our Service technician. I request you to send the device to the Samsung service center to get it replaced.

Any third party repair on the device will void the warranty of the device. We apologize for any inconvenience this may have caused. We would have definitely helped you if there is any alternate option available. I hope you understand.

You may opt any of below provided options:

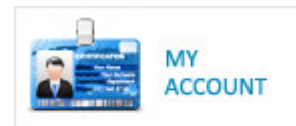
1. Check possible options by contacting carrier/place of purchase.
2. If the device has insurance, contact the insurance provider to check possible options available.
3. You may contact our chat support team (Link: <http://www.samsung.com/us/support/contact>)
4. You may also file the service request yourself by filling in the details in below provided link



Get to know your product by checking out our Samsung support page.



Manuals, Drivers, Firmware & Software all at your fingertips.



Unlock everything Samsung.com has to offer by signing up for your Samsung account today.



Link: <http://www.samsung.com/us/support/service/request>

The TAT (Turn-around-Time) for the service is 2- business days for shipping + 5 to 7 business days for Service and two business days for shipping out. You may check with your service provider to see if they can provide you with a loaner phone before you file a Service ticket through us.

We once again sincerely apologize for the inconvenience.

Should you desire additional assistance, we invite you to access the web-link <http://www.samsung.com/us/support/contact> to speak to a Chat Specialist. Our technicians are more than happy to assist you further. Chat Support is available 24X7.

For additional support and updates regarding your product, please follow us at @SamsungSupport on Twitter or like our page at <https://www.facebook.com/samsungsupport>.

Thank you for choosing Samsung products.

If you have a minute, please fill out a brief survey to help us serve you better. To begin the survey, click on the "Start Survey Here" link at the bottom of this email. Please note that you can access the survey page only when the pop-up blocker is disabled in the browser.

Sincerely,

Pascal

Have a question?

Contact Samsung Support through one of our social media channels.



Content Feedback

How satisfied were you with the email response you received?

[Start survey here >>>](#)

Please do not reply back to this email message as this email address is used for outbound messages only.

If you have additional inquiries related to your original email, please [click here](#)
if you have a question on another product, [click here](#)

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