

How do I request a return, and how much time do I have to make the request?

Request the Return/Refund:

1. Go to [My Orders](#) .
2. Click **RETURN** next to the item you want to return.**
3. Select your reason for return.
4. Click **CONTINUE**.

Print out a Return Label:

1. After completing the steps above, print the shipping label and tape it to the box.
2. Package and ship your product with all accessories and the **Return Authorization** slip in the box.
3. Ship out your return within the next **15 days** or by the last day to return noted on the return label.

In-Store Return (if item was purchased from a Samsung Experience Store or Best Buy):

- Bring your item back to the **Samsung Experience Store (SES)** that you purchased it from. The store will return it back to the warehouse (**note that SES returns can only be made to the same SES that the item was purchased from**).
- See full details on SES locations [here](#) .
- Items picked up at **Samsung Experience Stores** and **Best Buy** stores must be returned to the store within **15 days**.
- **NOTE:** For Samsung purchases picked up at **Best Buy**, you do not have to return the item to the same store that you picked it up from. You can return it to any participating **Best Buy** store.

Time Frames for all Return Requests:

- Once your item is delivered, you have **15 days to request a return** (or **30 days for POWERBots and vacuums**).
- Once the return has been requested, you have **15 days to send your return** back to Samsung.
- Items picked up at **Best Buy** stores must be **returned directly to a Best Buy store within 15 days**.
- Items picked up from a **Samsung Experience Store** must be **returned directly to that same Samsung Experience Store within 15 days**.