

## Samsung introduces mobile service vans

Samsung has introduced mobile service vans which will repair specific Samsung mobile devices at customers' homes or offices. The service was launched in Johannesburg and Pretoria in 2017, and is now also available in Durban and Cape Town.



This service applies to the Galaxy S8 and Note 8 devices purchased in South Africa. Customers can call the call centre on 0860 726 7864. The call centre will establish the repair type required and dispatch a van from the allocated service centre, which will be located within a specific radius from a customer's home or office. A call-out fee of R150.00 applies. Should additional charges apply; customers will be alerted by the service centre allocated to the call-out.

The service includes labour and parts as stipulated by the terms and conditions on the device's warranty card. Service people will assist with device setup, wireless connections and registration of new Samsung products as well as product training on the device for users.

Richard Chetty, director of services for Samsung South Africa, says, "Service is a vital part of Samsung's product offerings and we are excited about how the mobile service vans are going to positively impact users' lives."

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