

IMPORTANT

Travelling with a Samsung Galaxy Note7

Airline passengers travelling with the majority of airlines are **not permitted to take a Galaxy Note7 on a flight**, either switched on or turned-off. No other Samsung device is affected by this ban. Please contact your airline for further information.

Samsung Australia apologises for this inconvenience. We have worked with airlines and airports in Australia to arrange customer service points within select international terminals where customers, who are unaware of the Galaxy Note7 ban on flights, can arrange an alternative device at the airport.

Customers who are at an airport where there isn't a Samsung Australia customer service point should speak to airport ground staff or airline staff who will assist them.

Samsung Australia will follow up with that customer to arrange an exchange or full refund. This includes customers who are travelling internationally from an airport without a customer service point.

If you purchased your Galaxy Note7 in Australia; we recommend you return to your place of purchase to obtain a remedy prior to arriving at the airport for departure.

If you purchased your Galaxy Note7 in Australia, have already commenced travel within Australia and are unable to return to your place of purchase; we recommend contacting your place of purchase to seek assistance whilst you are travelling.

If you purchased your Galaxy Note7 overseas; we recommend visiting a Samsung Retail Store in Australia prior to arriving at the airport for departure for assistance; you will be provided with documentation which can be provided to Samsung in your country of origin to obtain a remedy once you return.

These Samsung Australia customer service points at airports are open from 6am to 8pm local time and are located before security screening. These Samsung Australia customer service points can be found at:

Sydney Airport

(IATA: SYD / ICAO: YSSY)

- International terminal

Melbourne Airport (Tullamarine Airport)

(IATA: MEL / ICAO: YMML)

- International terminal

Brisbane Airport

(IATA: BNE / ICAO: YBBN)

- International terminal

Please visit <http://www.samsung.com/au/galaxynote7-notice/travelling/> for FAQs.