

## Guide: How to get support for hardware related issues with your Samsung A9 Tablet

If you're experiencing hardware issues with your Samsung A9 tablet, please contact Samsung Customer Care for assistance. Below, you'll find contact information, along with steps to locate your tablet's serial number and model number, which Samsung will likely request to help resolve your issue.

**NOTE:** Warranty does **not** cover dents, scratches, cracked display, broken ports & buttons or water damage

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### Step 1: Contact Samsung Customer Care

You can reach out to Samsung Customer Care using the following options:

- **Phone:** 1-800-SAMSUNG (726-7864)
  - **Online Support:** Visit [Samsung Support Website](#) and navigate to the tablet support section.
  - **Live Chat:** Use Samsung's live chat feature on their website for real-time assistance.
  - **Service Centers:** Locate a nearby Samsung Service Center through the Samsung website.
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### Step 2: Locate Your Tablet's Serial Number and Model Number

Samsung Customer Care will need your device's **serial number (S/N)** and **model number** to assist you. Here's how you can find them:

#### Option 1: On the Back of the Tablet

1. Turn your tablet over.
2. Look for a small label or text printed on the back of the device (image below).
  - The **serial number (S/N)** and **model number** should be listed here.



### Option 2: In the Settings Menu

1. Open the Settings app on your Samsung A9 tablet.
  2. Scroll down and select About Tablet or About Device (depending on the software version).
  3. You'll see both the serial number and model number listed in this section.
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### Step 3: Prepare for Your Support Call

Before contacting Samsung, ensure you have the following information ready:

- Serial Number (S/N) and Model Number of your tablet.
  - A detailed description of the hardware issue you're experiencing.
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### Need Additional Assistance?

If you're unsure about locating your serial or model number, or if you have further questions, please feel free to reach out to our support team at 1-877-274-6078. We're happy to guide you through the process.