

SAMSUNG Galaxy A11 | A21

Terms and Conditions

Read this document before operating the mobile device, accessories, or software (defined collectively and individually as the "Product") and keep it for future reference. This document contains important Terms and Conditions.

Electronic acceptance, opening the packaging, use, or retention of the Product constitutes acceptance of these Terms and Conditions.

Revised 06/2019

Samsung Electronics America, Inc.

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Important legal information

Arbitration Agreement - This Product is subject to a binding arbitration agreement between you and SAMSUNG ELECTRONICS AMERICA, INC. ("Samsung"). You can opt out of the agreement within 30 calendar days of the first consumer purchase by emailing optout@sea.samsung.com or calling 1-800-SAMSUNG (726-7864) and providing the applicable information.

The full Arbitration Agreement, Standard One-year Limited Warranty, End User License Agreement (EULA), and Health & Safety Information for your device are available online:

- English: www.samsung.com/us/Legal/Phone-HSGuide
- Spanish: www.samsung.com/us/Legal/Phone-HSGuide-SP

This information can also be found on the device in the "About device" or "About phone" or "About tablet" section, for example:

- Settings > About phone or About device or About tablet > Legal information > Samsung legal
- Or, search "Legal"
- If your device required Federal Communications Commission (FCC) approval, you can view the FCC certification by opening Settings > About phone or About device or About tablet > Status.

Health and Safety

WARNING! To avoid electric shock and damage to your device, do not charge device while it is wet or in an area where it could get wet. Do not handle device, charger or cords with wet hands while charging.

Specific Absorption Rate (SAR) certification information

For information about SAR, visit:

- <https://www.fcc.gov/general/radio-frequency-safety-0>
- www.fcc.gov/encyclopedia/specific-absorption-rate-sar-cellular-telephones
- www.samsung.com/sar

Samsung mobile products and recycling

WARNING! Never dispose of batteries in a fire because they may explode. Do not disassemble, crush, puncture, heat, burn or reuse.

For battery and cell phone recycling, go to call2recycle.org or call 1-800-822-8837. For more recycling information, go to our website: www.samsung.com/recycling or call 1-800-SAMSUNG.



Your location

Location-based information can be used to determine the approximate location of a mobile device. If you use applications that require location-based information (e.g., driving directions), such information may be shared with third parties, including your wireless service provider, applications providers, Samsung, and other third parties providing services.

Navigation

Maps, directions, and other navigation data, including data relating to your current location, may contain inaccurate or incomplete data. Therefore, you should always pay attention to road conditions, closures, traffic, and all other factors that may impact safe driving or walking.

FCC Part 15 Information and Notices

This device complies with Part 15 of the FCC Rules. Operation is subject to conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

GPS & AGPS

Certain Samsung mobile devices can use a Global Positioning System (GPS) signal for location-based applications. Changes may affect the performance of location-based technology on your mobile device.

Use of AGPS in emergency calls

When you make an emergency call, the cellular network may activate AGPS technology in your mobile device to tell the emergency responders your approximate location.

AGPS has limitations and might not work in your area.

Wireless Emergency Alerts (WEA)

Wireless Emergency Alerts (WEA) is part of the US emergency system. Since 2012, the WEA system has been used to warn the public of weather conditions, missing children, and other critical situations – all through alerts on compatible cell phones and other mobile devices. For more information visit: <https://www.fcc.gov/document/fcc-renames-cmas-wireless-emergency-alerts-wea>

Emergency calls

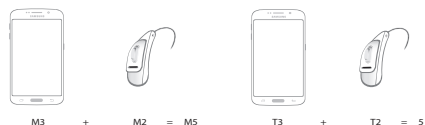
Emergency calls may not be possible on all wireless mobile device networks or when certain network services and/or mobile device features are in use. Check with local service providers. If certain features are in use (e.g. call blocking) you may first need to deactivate those features before you can make an emergency call.

HAC for Newer Technologies

This device has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this device that have not been tested yet for use with hearing aids. It is important to try the different features of this device thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise.

Consult your service provider or the manufacturer of this device for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or device retailer.

FCC Hearing Aid Compatibility (HAC) regulations for wireless devices



The FCC established requirements for devices to be compatible with hearing aids and other hearing devices. For more information, visit <https://www.fcc.gov/consumers/guides/hearing-aid-compatibility-wireline-and-wireless-telephones>

Device temperature

Caution: Some applications or prolonged usage may increase device temperature.

If the device feels hot to the touch, discontinue use and close all applications or turn off the device until it cools.

Always ensure that the device has adequate ventilation and air flow. Covering the device can trap any dissipating heat and redirect it back to the device while it is active.