

# SAMSUNG



**encompass**<sup>SM</sup>  
SIMPLY PARTS™

# SAMSUNG

## Encompass Ordering & Returns Process

Updated 2022

# Order Method: Option 1

## Default Account Setting

All Parts ordered using this method will have same Samsung Ticket number for each part ordered on this PO.

# LOG IN OR SET UP ACCOUNT



The screenshot shows the top navigation bar of the Encompass website. The 'Create Account' link is circled in red and has a blue callout bubble pointing to it with the text 'Create account'. The 'Sign In' link is also circled in red and has a blue callout bubble pointing to it with the text 'Log in'. The navigation bar includes the Encompass logo, menu items for 'Parts', 'Accessories', and 'Products', a 'Guest Order Search' dropdown, and utility icons for help, cart, and user profile.

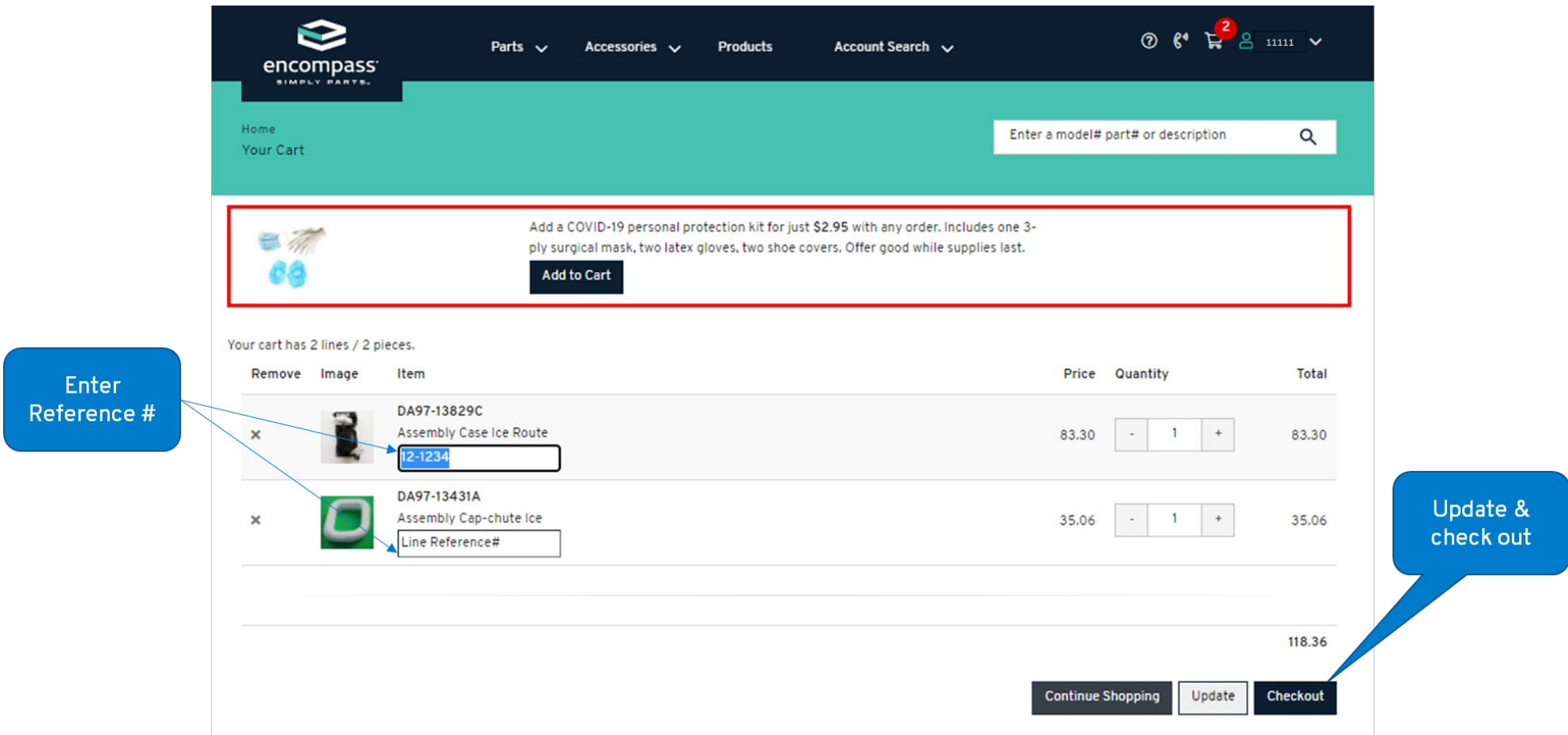
Select parts and add to cart

## Your Premier Source for Replacement Parts and Accessories

Encompass is a leading supplier of original replacement parts for products throughout the home.





# ORDER DETAIL (METHOD 1)



The screenshot shows the Encompass website's cart page. At the top, there is a navigation bar with the Encompass logo and menu items: Parts, Accessories, Products, and Account Search. A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a promotional banner for a COVID-19 personal protection kit, which includes a 3-ply surgical mask, two latex gloves, and two shoe covers. The banner features an image of the kit and an "Add to Cart" button. Below the banner, the cart contents are displayed in a table. The table has columns for Remove, Image, Item, Price, Quantity, and Total. There are two items in the cart: "DA97-13829C Assembly Case Ice Route" and "DA97-13431A Assembly Cap-chute Ice". The total price of the items is 118.36. At the bottom of the cart, there are three buttons: "Continue Shopping", "Update", and "Checkout".

Annotations:

- A blue callout box labeled "Enter Reference #" points to the input field for the line reference number of the first item.
- A blue callout box labeled "Update & check out" points to the "Update" and "Checkout" buttons.

Remove	Image	Item	Price	Quantity	Total
x		DA97-13829C Assembly Case Ice Route <input type="text" value="12-1234"/>	83.30	- 1 +	83.30
x		DA97-13431A Assembly Cap-chute Ice <input type="text" value="Line Reference#"/>	35.06	- 1 +	35.06
					118.36

*Note: You will add Samsung Ticket number in last step.*

# SHIPPING ADDRESS

## STANDARD CHECKOUT

Address Type  Existing Ship-To Addresses  
 Manual Address

Select radio button

### Customer information

Email

### Shipping Address

Country \*

Name \*

Address Line 1 \*

Address Line 2

City \*

State \*

Zip Code \*

Phone \*

Complete form

Click Continue button

Reset

Continue >

# SHIPPING INFORMATION

## SHIPPING INFORMATION

*Orders placed after 3pm EST will ship the following business day. Transit time may vary.*

Shipping Method \*

Ship Order Complete  This order will not ship until all parts are in stock. This may cause delays if ordering multiple parts. Additional shipping fees may apply if this is not selected.

Signature Required  The carrier will require a signature before delivery. Additional freight charges will apply.

Ship Order Blind  Package will not have any reference to us. It will only contain a packing slip with no pricing.

Packing Slip Notes

Mobile Phone  Text Confirmation

Promotion Code

Requested Freight

Internal Notes

Continue >

## PAYMENT INFORMATION

Complete form

Click Continue Button

# PAYMENT DEFAULT SETTING

**Enter PO#**

**Change to Yes**

**Select Samsung**

**Enter Ticket number**

**Click Purchase to submit order**

**PAYMENT INFORMATION**

P/O# or Reference# \* PO# 1A9876

Warranty Claim  No  
 Yes - Submit as a warranty claim through a partner processor

Warranty Claim Processor \* Samsung

Samsung Ticket Number 43333333

Terms and Conditions  I agree to the following:  
I have read and accept the returns policy.

Purchase >



Note: This Ordering method will add same Samsung Ticket number to each part ordered.

# Order Method: Option 2

## Account setting needs to be changed

All Parts ordered using this method will allow different Samsung Ticket number for each Part ordered on this PO.

To change account to this method, please email [samsung@encompass.com](mailto:samsung@encompass.com).

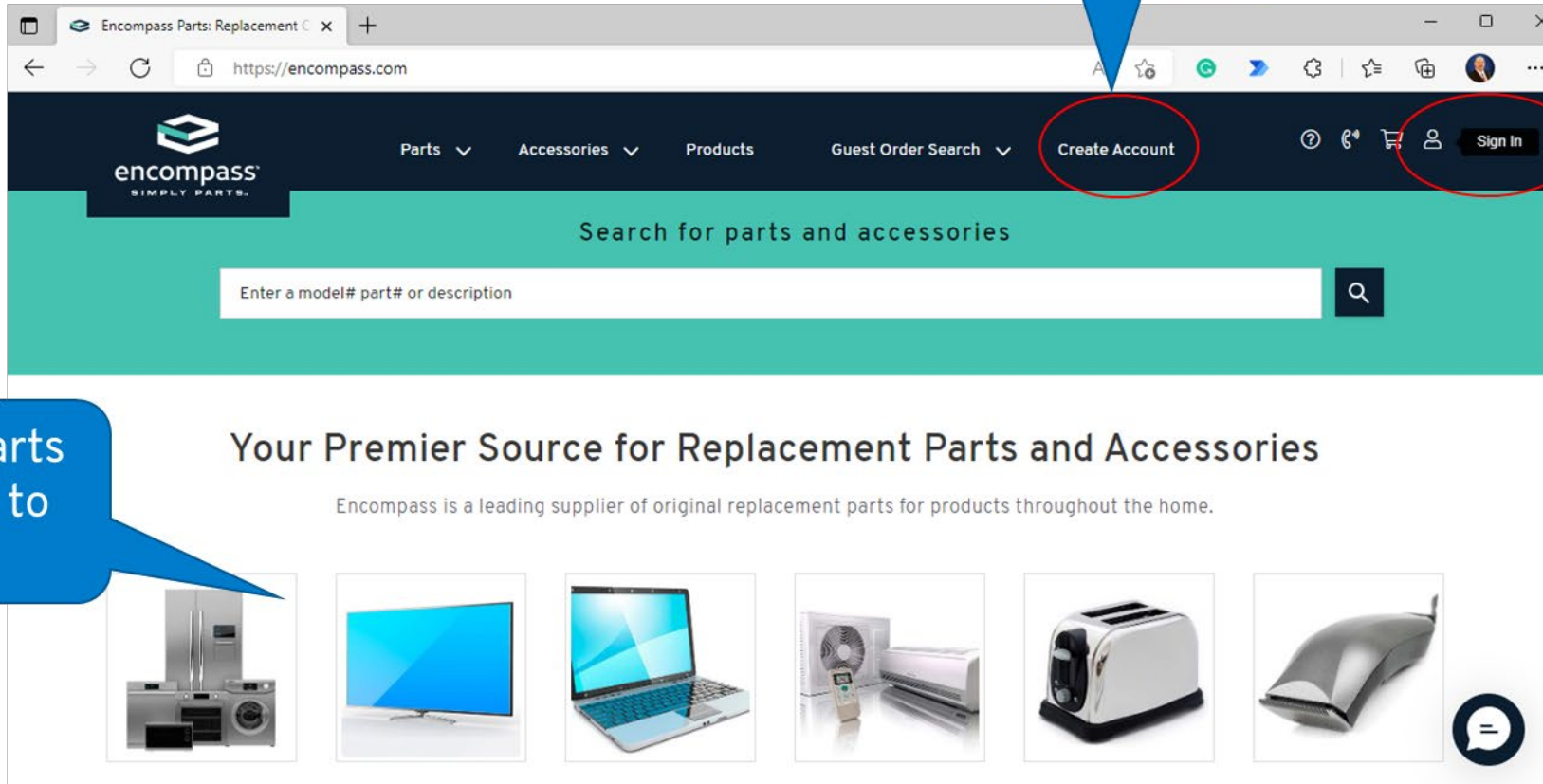


# LOG IN OR SET UP ACCOUNT



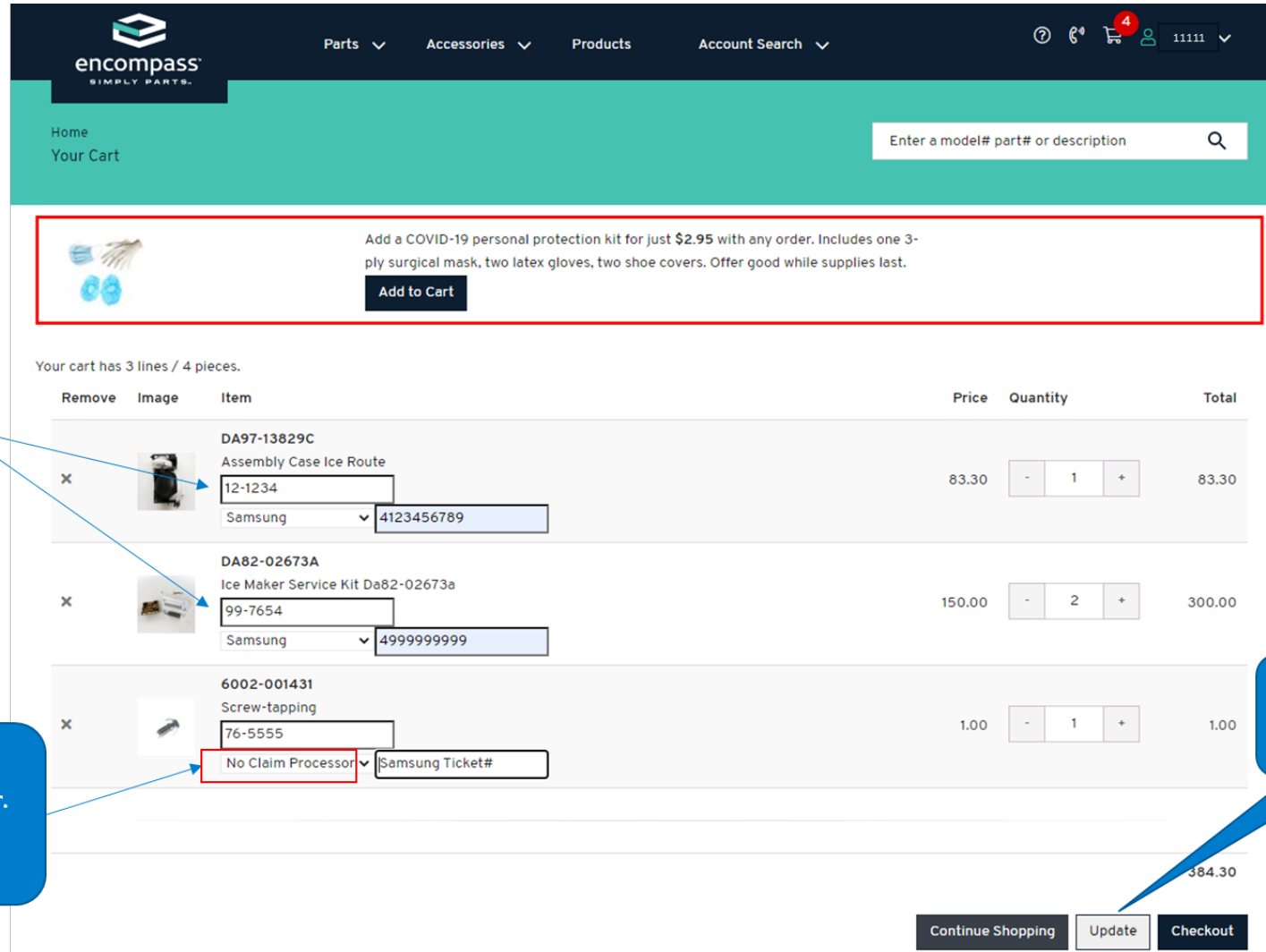
Create account

Log in



Select parts and add to cart

# ORDER DETAIL



The screenshot shows the Encompass website's cart page. At the top, there is a navigation bar with the Encompass logo and menu items: Parts, Accessories, Products, and Account Search. A search bar is located below the navigation bar. A promotional banner for a COVID-19 personal protection kit is highlighted with a red box. Below the banner, the cart contains three items. The first item is an Assembly Case Ice Route (DA97-13829C) with a price of 83.30 and a quantity of 1. The second item is an Ice Maker Service Kit Da82-02673a (DA82-02673A) with a price of 150.00 and a quantity of 2. The third item is a Screw-tapping (6002-001431) with a price of 1.00 and a quantity of 1. The total price of the cart is 384.30. At the bottom, there are buttons for Continue Shopping, Update, and Checkout. Annotations include a blue box pointing to the 'Enter Reference #' field, a blue box pointing to the 'No Claim Processor' dropdown, and a blue callout bubble pointing to the 'Update' button.

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Home  
Your Cart

Enter a model# part# or description

Add a COVID-19 personal protection kit for just \$2.95 with any order. Includes one 3-ply surgical mask, two latex gloves, two shoe covers. Offer good while supplies last.

Add to Cart

Your cart has 3 lines / 4 pieces.

Remove	Image	Item	Price	Quantity	Total
X		DA97-13829C Assembly Case Ice Route 12-1234 Samsung 4123456789	83.30	- 1 +	83.30
X		DA82-02673A Ice Maker Service Kit Da82-02673a 99-7654 Samsung 4999999999	150.00	- 2 +	300.00
X		6002-001431 Screw-tapping 76-5555 No Claim Processor Samsung Ticket#	1.00	- 1 +	1.00

384.30

Continue Shopping Update Checkout

Enter Reference #

For non-warranty parts, change to No Claim Processor. Ticket number not needed.

Update & check out

# SHIPPING ADDRESS

## STANDARD CHECKOUT

Address Type  Existing Ship-To Addresses  
 Manual Address

Select radio button

### Customer information

Email

### Shipping Address

Country \*

United States



Name \*

Address Line 1 \*

street address

Address Line 2

appt#, suite#, etc...

City \*

State \*

Select region



Zip Code \*

Phone \*

Complete form

Click Continue Button

Reset

Continue >

# SHIPPING INFORMATION

## SHIPPING INFORMATION

Orders placed after 3pm EST will ship the following business day. Transit time may vary.

Shipping Method \*

Ship Order Complete  This order will not ship until all parts are in stock. This may cause delays if ordering multiple parts. Additional shipping fees may apply if this is not selected.

Signature Required  The carrier will require a signature before delivery. Additional freight charges will apply.

Ship Order Blind  Package will not have any reference to us. It will only contain a packing slip with no pricing.

Packing Slip Notes

Mobile Phone  Text Confirmation

Promotion Code

Requested Freight

Internal Notes

Continue >

## PAYMENT INFORMATION

Complete form

Click Continue Button

# PAYMENT ALTERNATIVE ORDER METHOD

Enter PO#

Leave as No if Samsung Ticket number entered on prior page

Click Purchase to submit order

**PAYMENT INFORMATION**

P/O# or Reference# \*

Warranty Claim  No  
 Yes - Submit as a warranty claim through a partner processor

Reference# 2 ?

Terms and Conditions  I agree to the following:  
\* I have read and accept the returns policy.


Purchase >



Note: This Ordering Method will have different Samsung Ticket number for each part ordered on PO.

To Change Account setting to this method: Email [samsung@Encompass.com](mailto:samsung@Encompass.com) to allow multiple tickets per order on same PO. Please allow up to **two** business days for change.

# ORDER CONFIRMATION & INVOICE INCLUDES TICKET NUMBER




**Order Confirmation # 1-55209 PO# TESTING TICKET**

Encompass 06/07/2022 14:34:25

<b>Customer Name</b> TEST ACCOUNT	<b>Customer Number</b> n/a
<b>Order number</b> 1-55209	<b>Order Date</b> 06/07/2022
<b>Reference 1</b> TESTING TICKET	<b>Reference 2</b> 4165391725
<b>Terms</b> n/a	<b>Currency</b> United States Dollars

**Ship To:**  
THOMAS TESTER  
1544 CYPRESS DR  
BUFORD, GA 30518 US

**Shipping Via**  
Ground (3-5 business days)

Products	Description	Order	Ship	BackOrder Code	Core/Charge	Unit Price	ETA
	DE94-03237R ASSEMBLY DOOR Samsung Ticket#4165391725	1	1	0	n/a	n/a	In Stock

When your order ships, we will email you a notice that includes tracking information.

Samsung  
Ticket  
number

# Samsung Parts Returns Process

[encompass.com](http://encompass.com)

# GENERAL RETURNS POLICY

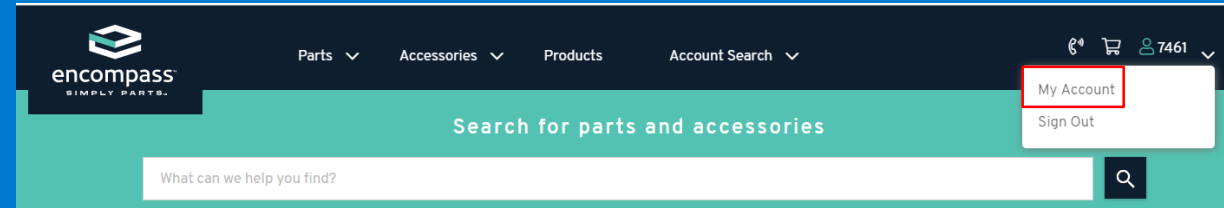
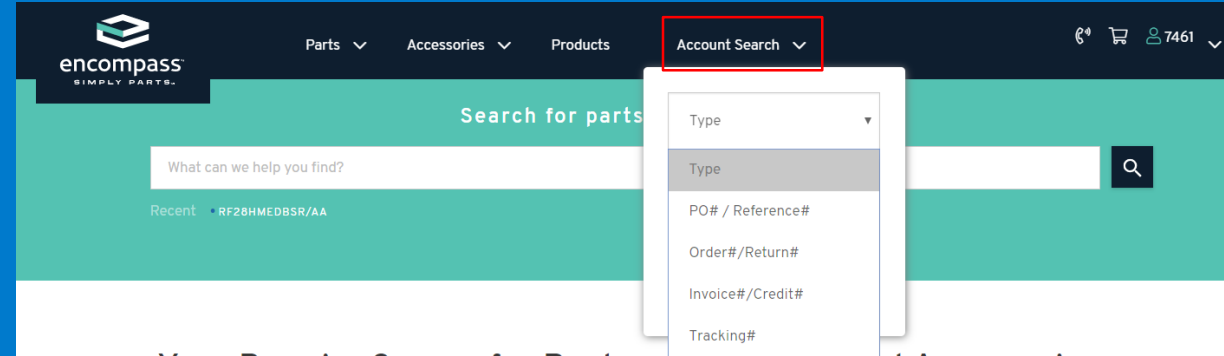
Return Reason	Return Description	Samsung (Previous)	Encompass (Current)
Poor Quality	Part has scratches or cosmetic defects.	90 days	90 days
Damaged in Transit	Part received damaged in some way.	14 days	14 days
Wrong Parts Delivered	Part received not part ordered.	14 days	14 days
Defective	Part received functionally not working and/or is DOA.	90 days	90 days
Quantity Discrepancy	Quantity of parts ordered does not match quantity received.	14 days	14 days
In/Warranty Exchange	Part unneeded because customer's unit exchanged under warranty.	90 days	90 days
Part Not Needed	Part unneeded for repair and still new/unused ( <b><i>must be returned in original packaging</i></b> ).	90 days	90 days
SARA Recommended	Part recommended for use by SARA system but unneeded for repair ( <b><i>must be returned in original packaging</i></b> ).	90 days	90 days
Core return	Part has core that must be returned.	90 days	90 days

Good Unused Returns	ASCs encouraged to avoid shipping charges by consolidating new, not needed parts with core return shipments for which shipping labels are provided by Encompass. ( <b><i>Unused parts must be returned in original packaging</i></b> ).		
Defective	Encompass will provide return shipping label and automatically replace defective part.		
Damaged	Encompass may/may not want part returned; full credit to be issued.		
Cores	Encompass will provide return shipping label. For panels, ASCs to consolidate for bulk weekly pick up. ( <i>Specific return instructions begin on page 10.</i> )		
Restocking	ASCs returning >10% new/not needed parts on net purchases may incur additional fee.		

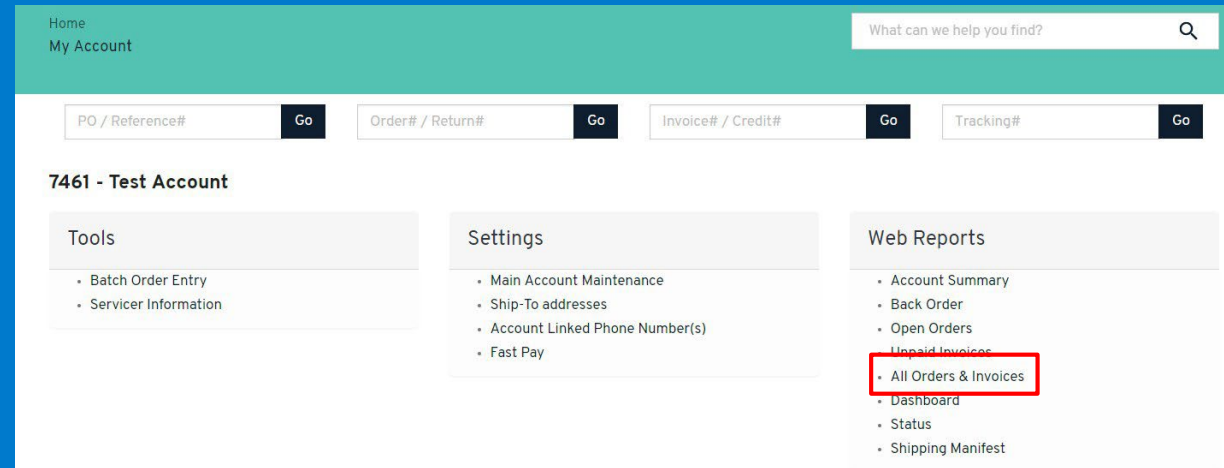


# INITIATE RETURN

- Log into [encompass.com](https://encompass.com) and click **Account Search** to find part you want to return
- Search for part by *PO#, Order#, Invoice# or Tracking#*



- Another way to find part is to visit **My Account** page and select **All Orders & Invoices** under **Web Reports**



# INITIATE RETURN

- On next page, click **Invoice#** associated with part to return

encompass SIMPLY PARTS. Parts Accessories Products Account Search

## My Account - Search

Customer Name: Test Account Customer Number: 7461

Orders by Reference number:

REF#	PO#	Order Date	Invoice Date	Invoice #	Status
1-15947	TESTTEST	08/14/18	08/14/18	1-798661-0818	Complete
1-16652	REAL INVOICE	10/26/18	11/21/18	1-257375-1118	Complete
1-17951	TESTTESTTEST	01/15/19			Pending
1-23396	TEST CANCEL	06/26/18	06/26/18	1-623123-0618	Complete
1-33700	TEST	11/28/18	11/28/18	1-274043-1118	Complete
1-37733	REAL	06/06/18	06/07/18	1-547174-0618	Complete
1-37829	TEST	11/29/18	11/29/18	1-278160-1118	Complete
1-38079	TEST	11/29/18	11/29/18	1-278378-1118	Complete
1-43013	MUHAMMAD	11/04/18	11/05/18	1-196527-1118	Complete
1-48293	1234	12/03/18	12/03/18	1-290429-1218	Complete
1-49382	TEST1010	07/30/18	07/30/18	1-742004-0718	Complete
1-50888	TEST FREIGHT	04/18/18	04/18/18	1-375512-0418	Complete
1-51418	1234	08/23/18	08/23/18	1-832590-0818	Complete
1-52575	GIVE TO RC	09/17/18	09/19/18	1-930522-0918	Complete
1-52575	GIVE TO RC	09/17/18	09/20/18	1-935006-0918	Complete

1 - 15 of 69 Orders Next 15 Orders

- Verify part to be returned on next page and click **Create RMA** at bottom left of screen

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Customer Name: Customer Number:

Invoice #: 1-930522-0918 Invoice Date: 07/27/21 Order#: 6 Order Date: PO#: Claim#: Terms: BID NET 60

Ship-From: 1 - Atlanta, GA Ship-To: Blind: Yes Shipping Via: UPS Ground Tracking: 1Z2W98A60339955984 Package Details: [Click Here](#)

MFG	Part#	Description	QTY	Ship	BO	Code	Return Service	Reference	Core	Net Price	Extended Cost
SON	A-2181-897-A	MAIN BOARD COMPL SVC BKA UC	1	1	0			001	0.00	210.41	210.41

Currency: United States Dollars  
 Sub Total: \$210.41  
 Freight: \$0.00  
 Tax: \$0.00  
 Misc. Charges:  
 Grand Total: \$210.41

**Create RMA**

# RMA CREATION

- Select part(s) being returned by entering **1** in **Return Quantity** drop down box
  - If more than one of same part to be returned, enter correct number in box
- Choose reason why part being returned in **Select Return Reason** drop down box
- Click **Add Items to RMA**

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Home / My Account / 1-483992-0721  
Return Merchandise Authorization - View

Enter a model# part# or description

If your item was lost or has physical damage, you must click here to fill out a lost/damage claim instead.

Invoice#	Days Old	Customer#	Customer Name
1-483992-0721	1	12639	

Item	Open Part Return	Open Core Return	Unit Price	Return Quantity	Reason
Sony A-2181-897-A	1	1	0.00	1	Return non Core on # 1-483275-0721

Comments

Select Return Reason


Return To Stock

In Warranty Return

Add Items to RMA

# FINALIZE RETURN


- Review return details
- To save shipping charges, aim to return good/unused parts with cores, which ship free
- Otherwise, to purchase return shipping label from Encompass, click box next to **Request return service label** – \$10.00 fee charged for good/unused parts
- If you prefer to use your own carrier and label, please add your tracking number to **Return Tracking Number** field
- For In Warranty Returns, please further identify specific issue with part from options in **Select Problem** drop down box
- Click **Create RMA**

Item	Reason	Return Quantity	Unit Price
 Sony A-2181-897-A MAIN BOARD COMPL SVC BKA UC	Return to Stock	1	150.00

Parts Credit 150  
Freight Credit 0.00

**Create RMA**

## Return to Stock (Good/Unused Return)

Item	Reason	Return	Unit Price
 GE WR55X26072 THERMOSTAT	In Warranty Return		51.00

Defective Details

Item	Model	Serial	Replacement Order#
GE WR55X26072			n/a

**Create RMA**

## In Warranty Return (Defective Return)


# COMPLETE PROCESS

- Be sure to note your RMA number for further inquiries
- Click **Print RMA** and **Print Return Label** (if applicable)
- Include RMA in box with return shipment to Encompass

**Encompass**  
**3410 Davie Road**  
**Suite 403**  
**Davie, FL 33314**

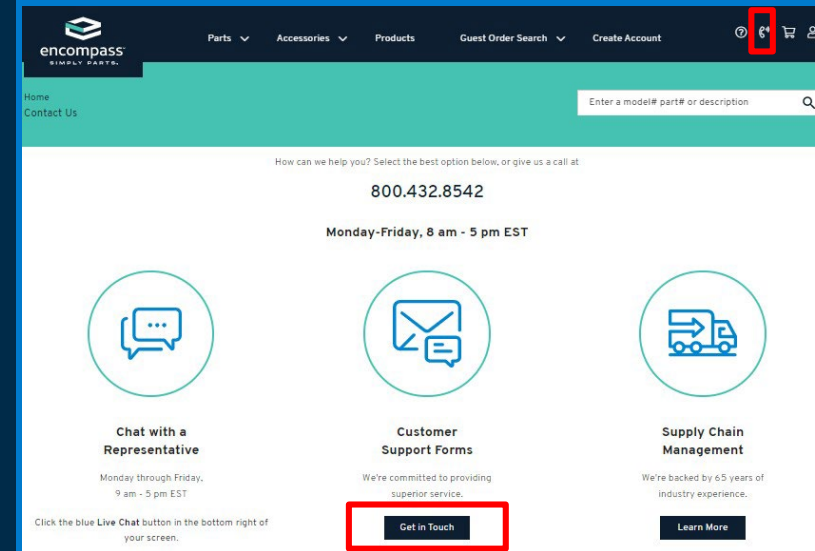
- RMAs valid for 15 days; after this time, please repeat process

The screenshot shows the Encompass website interface. At the top, there is a navigation bar with the Encompass logo and menu items: Parts, Accessories, Products, and Account Search. A search bar is located on the right side of the header. Below the header, the breadcrumb trail reads: Home / My Account / 1-536410-0821 / Return Merchandise Authorization - Final. The main content area displays the RMA number: 1-40316. A red box highlights a section containing the text "Please print this page and include it with your shipment." and two buttons: "Print RMA" and "Print Return Label". Below this, the reference number is REMOTE and the return service tracking number is 028960316843622. An "Item Summary" table is shown below, with columns for Item, Reason, Return Quantity, and Unit Price. The table contains one row for Eveready Battery Co. EN91 INDUSTRIAL AA BATTERIES BULK, with a reason of "In Warranty Return", a return quantity of 1, and a unit price of 0.50. At the bottom right of the table, there are two rows for "Parts Credit" (0.5) and "Freight Credit" (0.00).

Item	Reason	Return Quantity	Unit Price
 Eveready Battery Co. EN91 INDUSTRIAL AA BATTERIES BULK	In Warranty Return	1	0.50
			Parts Credit 0.5
			Freight Credit 0.00

# FULL-SERVICE RETURN

- To have Encompass create RMA and process return, go to [encompass.com](https://encompass.com) and click telephone icon in top right search bar
- Click **Get in Touch** under **Customer Support Forms**
- Complete **Return A Part** form and click **Submit**
  - Be sure to have your order# handy
- Encompass representative will contact you with any questions and then provide RMA



### Customer Support

Select the best option below. A representative will respond within 24 to 48 hours.

#### Return A Part

Complete the forms below to begin the process.  
All fields marked with \* are required.

Email Address \*

Name

Phone#

Order# \*

Return Reason \*

Selection

Comments \*


Please indicate in the comments if you are requesting to return a specific part number or the entire order.

Link

Attachment

[Choose File](#) No file chosen

Security Code



Enter text from image

**Submit**

# Core Returns Process

[encompass.com](http://encompass.com)



# CORE PARTS OVERVIEW

- **Core** concept similar to deposits paid on soda bottles years ago to increase recycling
- Expanded to products like vehicle carburetors and printed circuit boards for rebuilding and resale
- Any high demand appliance part that can be cost-effectively repaired is potential core
- ASC assessed fee if core part not returned within **90 days**; Encompass pays return shipping for all cores
  - Individual RMAs needed for each core part return
  - ASC to combine panels for weekly bulk pick up
  - Return labels provided for all other cores
- Program helps maintain strong parts supply chain, enabling more repairs and minimizing e-waste
- More important than ever with pandemic still severely impacting production



**WORKING TOGETHER TO  
SUPPLEMENT CRITICAL  
PARTS SUPPLY**



# CORE PARTS IDENTIFICATION

- When purchasing parts, **Core Price** will appear on parts detail page
- Core Price billed **only** if defective core part not returned within 90-day window

Part Number  
A-2181-897-A

Description  
Main Board Compl Svc Bka Uc

This item is currently out of stock. 08/04/2021 or 7 days

**\$400.95**

Part Price	250.95
Core Price 	150.00

Want an Encompass Protection Plan?

*By adding a Protection Plan, I acknowledge that I have read and agree to the Plan Terms & Conditions.*

Protection Plan  None  1 Year (\$ 20.08)  2 Year (\$ 35.13)

PARTS WITH REFUNDABLE  
CORE VALUE CLEARLY  
IDENTIFIED AT PURCHASE

# RECEIVING NEW PART WITH CORE

- Packing slip for new part labeled “CORE”
- When installing new part, you must repack defective part (one being replaced) in same box and packaging in which new part was received

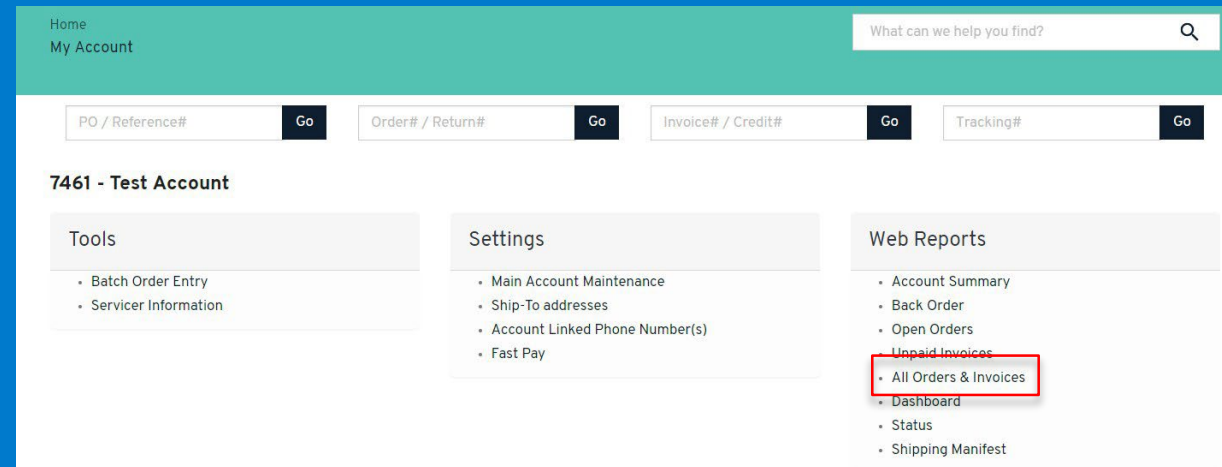
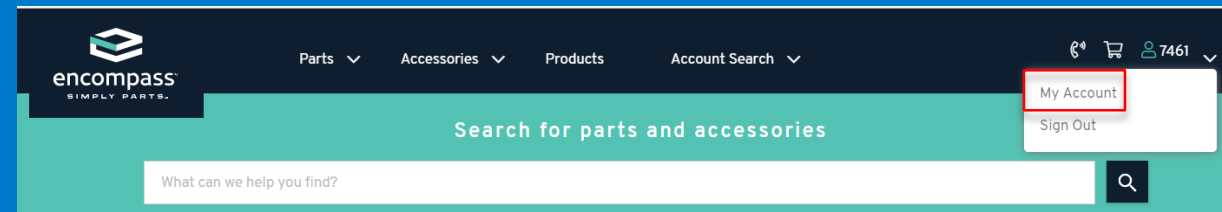
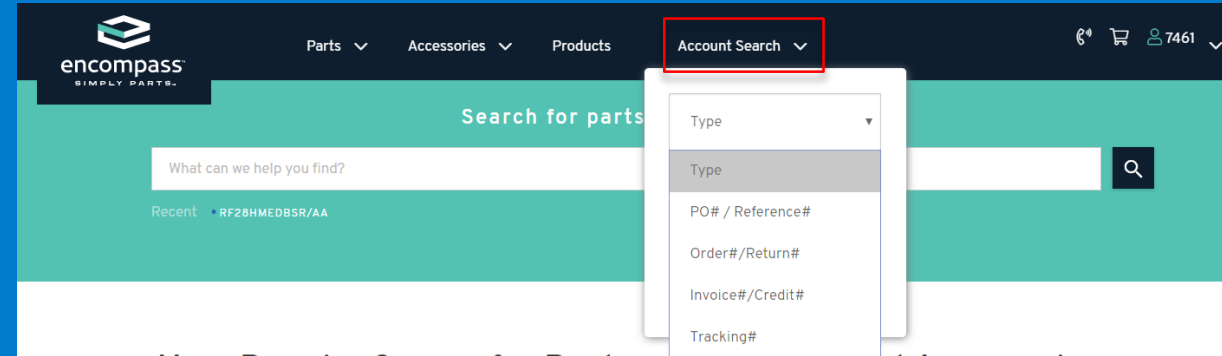


Packing List with Core Identifier >

Sold By		Page 1 of 1	
Acct #	Bill To	Ship Via	Date
126553		FedEx Ground	7/26/2019
LN	INVOICE # ORDER #	MFG PART # DESCRIPTION Substituted Part	ORD SHIP CORE CK REFERENCE #
1	1-184297-0719 1-29556	WHI W10572852 DIFFUSER	1 1 N <input type="checkbox"/> SCCM7185D787-1
2	1-184297-0719 1-29556	WHI W10316760 THERMISTOR	2 2 N <input type="checkbox"/> SCCM7185D787-1
3	1-184297-0719 1-29556	WHI WPW10235499 CONTROL BOARD	1 1 CORE <input type="checkbox"/> SCCM7185D787-1
Special Instructions:		Tracking# 468047548769	
Returns: A return authorization is required, please contact us directly for more information.			

# RETURNS PROCESS

- To return core/defective part to Encompass, you will first need to process an RMA (Returns Material Authorization)
- Log into [encompass.com](https://encompass.com) and click **Account Search** to find new part you just purchased to replace defective part
- Search for part by *PO#, Order#, Invoice# or Tracking#*
- Another way to find part is to visit your **My Account** page
  - On **My Account** page, click **All Orders & Invoices** under Web Reports



# RETURNS PROCESS

- Then, **click Invoice#** that includes new part just purchased

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Parts ▾ Accessories ▾ Products Account Search ▾

## My Account - Search

Customer Name \_\_\_\_\_ Customer Number \_\_\_\_\_

Test Account

Orders by Reference number:

REF#	PO#	Order Date	Invoice Date	Invoice #	Status
1-15947	TESTTEST	08/14/18	08/14/18	1-798661-0818	Complete
1-16652	REAL INVOICE	10/26/18	11/21/18	1-257375-1118	Complete
1-17951	TESTTESTTEST	01/15/19			Pending
1-23396	TEST CANCEL	06/26/18	06/26/18	1-623123-0618	Complete
1-33700	TEST	11/28/18	11/28/18	1-274043-1118	Complete
1-37733	REAL	06/06/18	06/07/18	1-547174-0618	Complete
1-37829	TEST	11/29/18	11/29/18	1-278160-1118	Complete
1-38079	TEST	11/29/18	11/29/18	1-278378-1118	Complete
1-43013	MUHAMMAD	11/04/18	11/05/18	1-196527-1118	Complete
1-48293	1234	12/03/18	12/03/18	1-290429-1218	Complete
1-49382	TEST1010	07/30/18	07/30/18	1-742004-0718	Complete
1-50888	TEST FREIGHT	04/18/18	04/18/18	1-375512-0418	Complete
1-51418	1234	08/23/18	08/23/18	1-832590-0818	Complete
1-52575	GIVE TO RC	09/17/18	09/19/18	1-930522-0918	Complete
1-52575	GIVE TO RC	09/17/18	09/20/18	1-935006-0918	Complete

1 - 15 of 69 Orders Next 15 Orders

- Verify the part to be returned and click **Create RMA** located at bottom left of page

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SIMPLY PARTS.

Customer Name \_\_\_\_\_ Customer Number \_\_\_\_\_

Invoice # \_\_\_\_\_ Invoice Date \_\_\_\_\_ Order# \_\_\_\_\_ Order Date \_\_\_\_\_ PO# \_\_\_\_\_ Claim# \_\_\_\_\_ Terms \_\_\_\_\_

07/27/21 1-28907 07/26/21 F BID NET 60

Ship-From: \_\_\_\_\_ Ship-To: \_\_\_\_\_ Blind \_\_\_\_\_ Shipping Via \_\_\_\_\_ Tracking \_\_\_\_\_ Package Details \_\_\_\_\_

1 - Atlanta, GA Yes UPS Ground 1Z2W98A60339955984 [Click Here](#)

6

MFG	Part#	Description	QTY	Ship	BO	Code	Return Service	Reference	Core	Net Price	Extended Cost
SON	A-2181-897-A	MAIN BOARD COMPL SVC BKA UC	1	1	0			001	0.00	210.41	210.41

Currency United States Dollars

Sub Total \$210.41

Freight \$0.00

Tax \$0.00

Misc. Charges

Grand Total \$210.41

[Create RMA](#)

# RETURNS PROCESS

- On next page, you will be directed to special core return invoice number -- click number link next to **Return Core** under **Reason** heading

- Select number of parts being returned in **Return Quantity** drop down box
- Select **Core** in **Reason** drop down box
- Click **Add Items to RMA**

*Note: To return good/unused parts at no cost, simply create separate RMA and include in box with core return*

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SIMPLY PARTS

Home / My Account / 1-483275-0721  
Return Merchandise Authorization - View

Enter a model# part# or description

If your item was lost or has physical damage, you must click here to fill out a lost/damage claim instead.

Invoice#	Days Old	Customer#	Customer Name
1-483275-0721	1		

Item	Open Part Return	Open Core Return	Unit Price	Return Quantity	Reason
Sony A-2181-897-A	1	0	210.41	- 0 +	Return Core on #1-483992-0721 Select Return Reason

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Home / My Account / 1-483992-0721  
Return Merchandise Authorization - View

Enter a model# part# or description

If your item was lost or has physical damage, you must click here to fill out a lost/damage claim instead.

Invoice#	Days Old	Customer#	Customer Name
1-483992-0721	1		

Item	Open Part Return	Open Core Return	Unit Price	Return Quantity	Reason
Sony A-2181-897-A	1	1	0.00	- 1 +	Return non Core on #1-483275-0721 Select Return Reason Core

Comments

Add Items to RMA

# FINALIZE RETURN


- Review return details
- For cores other than panels, click box next to **Request return service label**; you will not be charged shipping fee
- Click **Create RMA**
- For bulk panel core returns
  - Create separate RMAs for each
  - Contact us to schedule bulk pick up: [samsung@encompass.com](mailto:samsung@encompass.com) / 855.678.6111

Claim Number

Return Tracking Number

Request return service label  (You will incur a \$0.00 fee)

**Item Summary**

Item	Reason	Return Quantity	Unit Price
 Sony A-2181-897-A MAIN BOARD COMPL SVC BKA UC	Core	1	150.00
			Parts Credit 150
			Freight Credit 0.00

**Create RMA**

# COMPLETE PROCESS

- Be sure to note your RMA number for further inquiries
- Click **Print RMA** and include with your return shipment to Encompass' National Returns Center address listed at bottom left of page

3410 Davie Road  
Suite 403  
Davie, FL 33314

- RMAs valid for 15 days; after this time, please complete process again

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Home / My Account / 1-483992-0721  
Return Merchandise Authorization - Final

Enter a model# part# or description


**Your RMA number is: 1-41461**

Please print this page and include it with your shipment.

Print RMA

Reference Number: F-070019042-00002

Item Summary

Item	Reason	Return Quantity	Unit Price
 Sony A-2181-897-A MAIN BOARD COMPL SVC BKA UC	Core	1	150.00

Parts Credit 150  
Freight Credit 0.00

Ship the items to

3410 Davie Road  
Suite 403  
Davie, FL 33314

*This return must be received in our returns center within 15 days or no credit will be issued.  
For questions or changes please call 800.432.8542*

**SAMSUNG**



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**NEED HELP?**

**Encompass Hotline  
Exclusively for Samsung Servicers:**

**855.678.6111**