

SAMSUNG

Samsung Certified Re-Newed

Save on costs for your business with like-new Samsung phones backed by a one-year warranty

Samsung's Certified Re-Newed Smartphone Program allows you to equip more employees with mobile devices or create a pool of replacement devices, all at a price that's friendly to your bottom line, giving you and your business:



Like-new premium smartphones

- Inspected using a 132-point checklist by Samsung factory specialists
- Repaired using genuine parts
- Updated with the latest software, a new battery, assigned a new IMEI, and serial number



Peace of mind

- Like-new condition
- Covered by the same one-year warranty* that is provided for new devices.
- Securely wiped with the Knox Warranty Bit checked
- Secured by Knox just like a brand new device and all Knox certifications†



An Eco-friendly approach

- Going Samsung Certified Re-Newed not only saves you money but it saves the planet on unnecessary waste

*Samsung Standard Limited Warranty
†Samsung Knox information





Samsung Certified Re-Newed Smartphones for Business

Frequently asked questions



Q. What process is used for Samsung Certified Re-Newed (CRN) smartphones?

A. All CRN devices undergo an extensive quality assurance and rebuild process at our factory, using Samsung employees, OEM parts, and the same assembly methods used for our new devices.

The rework process includes:

- A comprehensive check of 132 key functions
- Updating components as needed to ensure perfect operation
- Erasure of all data
- Assigning a new IMEI and serial number to every device
- Ensuring the devices are free of scratches or blemishes
- Updating with the latest software

Q. How does an CRN smartphone differ from a refurbished device?

A. Refurbished devices may only have a 90-day warranty, may not have a newly-replaced battery, and often use non-OEM components installed by third parties who do not follow our stringent processes.

CRN devices are manufacturer certified, providing customers a like-new device that assures premium quality and reliability.

Q. Do CRN smartphones come with a warranty?

A. Every Certified Re-Newed device includes a 1-year warranty* for added peace of mind.

Q. What is Knox and is it included with CRN smartphones?

A. All Certified Re-Newed devices come with Knox[†], Samsung's defense-grade mobile security platform that provides real-time device protection from the moment the phone is turned on. The Knox Warranty Bit is confirmed as operational before a device is certified. The full portfolio of Knox products is available (sold separately) and fully supported for Certified Re-Newed devices.

Q. What about Security Maintenance Release (SMR) support?

A. The SMR updates for Certified Re-Newed devices will follow the same policy as new smartphones. For example, a device that was released in 2020 with 5 years of SMR updates and sold as a Certified Re-Newed device in 2021, will have SMR updates provided until 2025.

Q. Which Samsung Galaxy smartphones are available for purchase as CRN devices?

A. The models currently available for purchase are the Galaxy Note20, S20, Note10, and S10[‡].

*Samsung Standard Limited Warranty

†Samsung Knox information

‡Model availability as of 7/1/2021

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