



Samsung Canada Announces Return Process for Galaxy Note7 Devices

Mississauga, ON – October 11, 2016 – Samsung Electronics Canada Inc. has confirmed that with consumers' safety as a priority, Samsung has stopped sales, exchanges and production of the Galaxy Note7 globally. Canadian consumers with either an original Galaxy Note7 or replacement Galaxy Note7 device should power down and stop using the device.

“The team has been consistent in our resolve in putting consumers first and worked as quickly as possible to execute the plan,” said Paul Brannen, COO & EVP, Mobile and Enterprise Solutions. “We are committed to working closely with our carrier and retail partners to make this as easy as possible for consumers. We appreciate the support we’ve received over the past few weeks.”

Beginning Thursday October 13th, at their point of purchase, Samsung Note7 owners can bring their device in for an exchange to a Galaxy S7 or Galaxy S7 edge device. Alternatively, consumers are entitled to a full device hardware and Note7 specific accessories refund.

For customers who purchased their Samsung Note7 on Samsung.com, a device refund will be offered upon return receipt of the recalled devices. Samsung Canada will be in touch with our online customers to provide them with details regarding the return process.

For media information, please contact Jessica Savage, North Strategic

e. jessica.savage@northstrategic.com t. 416.908.4847

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About Samsung Electronics Canada, Inc.

Samsung Electronics Canada inspires the world and shapes the future with transformative ideas and technologies. The company is redefining the worlds of TVs, smartphones, wearable devices, tablets, digital appliances and printers. In 2015, Samsung was ranked one of the top 10 most influential brands in Canada, based on a study by Ipsos Reid. Committed to helping Canadians live connected and make a difference, its Samsung Hope for Children corporate giving program supports children's education, sustainability and health-related issues in communities across the country. To discover more, please visit <http://www.samsung.com/ca>.

Further to the announcements made by Samsung Electronics Canada Inc. last week, Galaxy Note7 owners who bring their device to their original Samsung or authorized reseller point of purchase can choose from the following options:

A \$100 credit for customers who exchange their Note7s for a Galaxy S7 and S7 edge.

A \$25 credit for customers who exchange their Note7s for a refund or other smartphone.

If you purchased a Galaxy Note7 from Best Buy Canada, and have not yet returned it, you can do so at your nearest location and receive the exchange credit option of your choice.