

**FOR IMMEDIATE RELEASE**

September 20, 2016.

**SAMSUNG GALAXY NOTE 7 RECALL PRESS STATEMENT**

Zambia Information and Communication Technology Authority (ZICTA) is notifying the general public that SAMSUNG GALAXY NOTE 7 has a factory defect as the affected device can overheat and pose a safety risk. Samsung Electronics Corporation has announced a recall of Samsung Galaxy Note 7 smartphones in countries where the device has been launched.

Although the Samsung Galaxy Note 7 has not yet been officially launched in Zambia, ZICTA has written officially to Samsung Electronics SA (PTY) LTD- Zambia Branch requesting them to come up with interventions and indicate to the Authority how best the device will be withdrawn from the Zambian market, bearing in mind that some Zambian consumers may have purchased the device from other markets where the product had been launched.

In order to ensure safety of the consumers, ZICTA is urging all consumers with Samsung Galaxy Note 7 to visit the authorised Samsung Electronic Service Partner outlets in Zambia.

**Press Contact:**

**Phone:** +260 211 378200

**Email:** [complaints@zicta.zm/info@zicta.zm](mailto:complaints@zicta.zm/info@zicta.zm)

**Facebook:** [ZICTA FACEBOOK](#)

**Twitter:** [ZICTAICP](#)

**Website:** [www.zicta.zm](http://www.zicta.zm)