

## Samsung Orders Galaxy Note 7 Recall

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Following slightly terrifying reports of Galaxy Note 7 tablets catching fire or exploding while charging Samsung suspends sales of the phablet and announces a global replacement program.



The burning-- and at times explosive-- issue comes from the battery, and so far 35 such cases have been reported. According to Samsung this is but a "tiny fraction of the high volume of device sold since launch," but concerned customers will be able to replace their handsets with a new smartphone through an exchange program.

Samsung is still to fully detail the program in question, but it will be held through carriers and retail outlets. Carriers in the US will also be adding a choice of credit or gift card should customers stick with a Samsung device as a "gesture of appreciation."

"We acknowledge the inconvenience this may cause in the market but this is to ensure that Samsung continues to deliver the highest quality products to our customers," the company adds. "We are working closely with our partners to ensure the replacement experience is as convenient and efficient as possible."

The Galaxy Note 7 couldn't have started (literally) blowing up at a worst time for Samsung-- after all, this week sees Apple reveal the latest iPhone model, and as a result many customers might move to Apple instead of remaining with S. Korean giant.

Go [Samsung Will Replace Current Note 7 With New One](#)