

Mobile Phone
user manual

- Some of the contents in this manual may differ from your phone depending on the software of the phone or your service provider.
- Third party services may be terminated or interrupted at any time, and Samsung makes no representation or warranty that any content or service will remain available for any period of time.
- This product includes certain free/open source software. The exact terms of the licenses, disclaimers, acknowledgements and notices are available on the Samsung's website opensource.samsung.com.

www.samsung.com

Printed in Korea
GH68-34173B
English (UK), 04/2011, Rev. 1.0

Safety precautions

To prevent injury to yourself and others or damage to your device, read all of the following information before using your device.

Warning: Prevent electric shock, fire, and explosion**Do not use damaged power cords or plugs, or loose electrical sockets****Do not touch the power cord with wet hands, or disconnect the charger by pulling on the cord****Do not bend or damage the power cord****Do not use your device while charging or touch your device with wet hands****Do not short-circuit the charger or the battery****Do not drop or cause an impact to the charger or the battery****Do not charge the battery with chargers that are not approved by the manufacturer****Do not use your device during a thunderstorm**

Your device may malfunction and your risk of electric shock is increased.

Do not handle a damaged or leaking Lithium Ion (Li-Ion) battery
For safe disposal of your Li-Ion batteries, contact your nearest authorised service centre.**Handle and dispose of batteries and chargers with care**

- Your device may malfunction or chargers specifically designed for your device. Incompatible batteries and chargers can cause serious injuries or damage to your device.
- Never dispose of batteries or devices in a fire. Follow all local regulations when disposing of used batteries or devices.
- Never place batteries or devices on or in heating devices, such as microwave ovens, stoves, or radiators. Batteries may explode when overheated.

- Never crush or puncture the battery. Avoid exposing the battery to high external pressure, which can lead to an internal short circuit and overheating.

Protect the device, batteries, and chargers from damage

- Avoid exposing your device and batteries to very cold or very hot temperatures.
- Extreme temperatures can cause the deformation of the device and reduce the charging capacity and life of your device and batteries.
- Prevent batteries from contacting metal objects, as this can create a connection between the + and – terminals of your batteries and lead to temporary or permanent battery damage.
- Never use a damaged charger or battery.

Caution: Follow all safety warnings and regulations when using your device in restricted areas**Turn off your device where prohibited**

Comply with all regulations that restrict the use of a mobile device in a particular area.

Do not use your device near other electronic devices

Most electronic devices use radio frequency signals. Your device may interfere with other electronic devices.

Do not use your device near a pacemaker

- Avoid using your device within a 15 cm range of a pacemaker if possible, as your device can interfere with the pacemaker.
- If you must use your device, keep at least 15 cm away from the pacemaker.

- To minimise the possible interference with a pacemaker, use your device on the opposite side of your body from the pacemaker.

Do not use your device in a hospital or near medical equipment that can be interfered with by radio frequency

Some hearing aids may be interfered with by the radio frequency of your device. Contact the manufacturer to ensure the safety of your equipment from radio frequency.

If you are using a hearing aid, contact the manufacturer for information about radio interference

Your device may be interfered with by the radio frequency of your device. Contact the manufacturer to ensure the safety of your hearing aid.

Turn off the device in potentially explosive environments

- Turn off your device in potentially explosive environments instead of removing the battery.
- Always comply with regulations, instructions and signs in potentially explosive environments.
- Do not use your device at refuelling points (service stations), near fuels or chemicals, and at blasting areas.
- Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the device, its parts, or accessories.

Turn off your device when in an aircraft

Using your device in an aircraft is illegal. Your device may interfere with the electronic navigation instruments of the aircraft.

Electronic devices in a motor vehicle may malfunction due to the radio frequency of your device

Electronic devices in your car may malfunction due to radio frequency of your device. Contact the manufacturer for more information.

Use caution when using the device while walking or moving

Always be aware of your surroundings to avoid injury to yourself or others.

Do not carry your device in your back pockets or around your waist

You can be injured or damage the device if you fall.

Do not disassemble, modify, or repair your device

- Any changes or modifications to your device can void your manufacturer's warranty. For service, take your device to a Samsung Service Centre.
- Do not disassemble or puncture the battery, as this can cause explosion or fire.

Do not paint or put stickers on your device

Paint and stickers can clog moving parts and prevent proper operation. If you are allergic to paint or metal parts of the product, you may experience itching, eczema, or swelling of the skin. When this happens, stop using the product and consult your physician.

When cleaning your device:

- Wipe your device or charger with a towel or a rubber.
- Clean the terminals of the battery with a cotton ball or a towel.
- Do not use chemicals or detergents.

Do not use the device if the screen is cracked or broken

Broken glass or acrylic could cause injury to your hands and face. Take the device to a Samsung Service Centre to have it repaired.

Do not use the device for anything other than its intended use**Avoid disturbing others when using the device in public****Do not allow children to use your device**

Your device is not a toy. Do not allow children to play with it as they could hurt themselves and others, damage the device, or make calls that increase your charges.

Comply with all safety warnings and regulations regarding mobile device usage while operating a vehicle

While driving, safety operating the vehicle is your first responsibility. Never use your mobile device while driving. It is prohibited by law. For your safety and the safety of others, practice good common sense and remember the following tips:

- Use a hands-free device.
- Get to know your device and its convenience features, such as speed dial and redial. These features help you reduce the time needed to place or receive calls on your mobile device.
- Position your device within easy reach. Be able to access your wireless device without removing your eyes from the road. If you receive an incoming call at an inconvenient time, let your voice mail answer it for you.
- Let the person you are speaking with know you are driving. Suspend calls in heavy traffic or hazardous weather conditions. Rain, sleet, snow, ice, and heavy traffic can be hazardous.
- Do not take notes or look up phone numbers. Jotting down a "to do" list or flipping through your address book takes attention away from your primary responsibility of driving safely.
- Dial sensibly and assess the traffic. Place calls when you are not moving or before pulling into traffic. Try to plan calls when your car will be stationary. If you need to make a call, dial only a few numbers, check the road and your mirrors, then continue.
- Do not engage in stressful or emotional conversations that may be distracting. Make people you are talking with aware you are driving and suspend conversations that have the potential to divert your attention from the road.
- Use your device to call for help. Dial a local emergency number in the case of fire, traffic accident, or medical emergencies.
- Use your device to help others in emergencies. If you see an auto accident, a crime in progress, or a serious emergency where lives are in danger, call a local emergency number.

- Call roadside assistance or a special, non-emergency assistance number when necessary. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or another special, non-emergency number.

Proper care and use of your mobile device

Keep your device dry

- Humidity and all types of liquids may damage device parts or electronic circuits.
- When wet, remove the battery without turning on your device. Dry your device with a towel and take it to a service centre.
- Liquids will change the colour of the label that indicates water damage inside the device. Water damage to your device can void your manufacturer's warranty.

Do not use or store your device in dusty, dirty areas

Dust can cause your device to malfunction.

Do not store your device on slopes

If your device falls, it can be damaged.

Do not store your device in hot or cold areas. Use your device at -20 °C to 50 °C

- Your device can explode if left inside a closed vehicle, as the inside temperature can reach up to 80 °C.
- Do not expose your device to direct sunlight for extended periods of time (such as on the dashboard of a car).
- Store the battery at 0 °C to 40 °C.

Do not store your device with such metal objects as coins, keys and necklaces

- Your device may become deformed or malfunction.
- If the battery terminals are in contact with metal objects, it may cause a fire.

Do not store your device near magnetic fields

Your device may malfunction or the battery may discharge from exposure to magnetic fields.

- Magnetic stripe cards, including credit cards, phone cards, passbooks, and boarding passes, may be damaged by magnetic fields.
- Do not use carrying cases or accessories with magnetic closures or allow your device to come in contact with magnetic fields for extended periods of time.

Do not store your device near or in heaters, microwaves, hot cooking equipment, or high pressure containers

- The battery may leak.
- Your device may overheat and cause a fire.

Do not drop your device or cause impacts to your device

- The screen of your device may be damaged.
- If bent or deformed, your device may be damaged or parts may malfunction.

If your device has a camera flash or light, do not use a flash close to the eyes of people or pets

Using a flash close to the eyes may cause temporary loss of vision or damage to the eyes.

Ensure maximum battery and charger life

- Avoid charging batteries for more than a week, as overcharging may shorten battery life.
- Over time, unused batteries will discharge and must be recharged before use.
- Disconnect chargers from power sources when not in use.
- Use batteries only for their intended purposes.

Use manufacturer-approved batteries, chargers, accessories and supplies

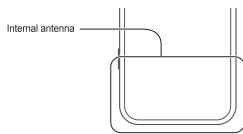
- Using generic batteries or chargers may shorten the life of your device or cause the device to malfunction.
- Samsung cannot be responsible for the user's safety when using accessories or supplies that are not approved by Samsung.

Do not bite or suck on the device or the battery

- Doing so may damage the device or cause explosion.
- If children use the device, make sure that they use the device properly.

When speaking on the device:

- Hold the device upright, as you would with a traditional phone.
- Speak directly into the mouthpiece.
- Avoid contact with your device's internal antenna. Touching the antenna may reduce the call quality or cause the device to transmit more radio frequency than necessary.



- Hold the device with a relaxed grip, press the keys lightly, use special features that reduce the number of keys you have to press (such as templates and predictive text), and take frequent breaks.

Protect your hearing

- Excessive exposure to loud sounds can cause hearing damage.
- Exposure to loud sounds while driving may distract your attention and cause an accident.
- Always turn the volume down before plugging the earphones into an audio source and use only the minimum volume setting necessary to hear your conversation or music.



Specific Absorption Rate (SAR) certification information

Your device conforms to European Union (EU) standards that limit human exposure to radio frequency (RF) energy emitted by radio and telecommunications equipment. These standards prevent the sale of mobile devices that exceed a maximum exposure level (known as the Specific Absorption Rate, or SAR) of 2.0 W/kg. During testing, the maximum SAR recorded for this model was 0.493 W/kg. In normal use, the actual SAR is likely to be much lower, as the device has been designed to emit only the RF energy necessary to transmit a signal to the nearest base station. By automatically emitting lower levels when possible, your device reduces your overall exposure to RF energy.

The Declaration of Conformity statement at the back of this manual demonstrates your device's compliance with the European Radio & Terminal Telecommunications Equipment (R&TTE) directive. For more information about the SAR and related EU standards, visit the Samsung website

Correct disposal of this product

(Waste Electrical & Electronic Equipment)

(Applicable in the European Union and other European countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

This EEE is compliant with RoHS.

Correct disposal of batteries in this product

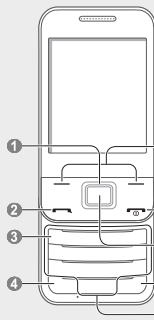
(Applicable in the European Union and other European countries with separate battery return systems)

This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66. If batteries are not properly disposed of, these substances can cause harm to human health or the environment.

To protect natural resources and to promote material reuse, please separate batteries from other types of waste and recycle them through your local, free battery return system.

CE0168

Phone layout



① 4-way navigation key

In Idle mode, access user-defined menus. In Menu mode, scroll through menu options. Depending on your service provider, pre-defined menus may differ.

② Dial Key

Make or answer a call; In Idle mode, retrieve recently dialed, missed, or received numbers; Send an SOS message. ▶ Activate and send an SOS message

③ Voice mail service key In Idle mode, access voice mails (press and hold)

④ Pause key Enter a dial pause (press and hold)

⑤ Softkeys

Perform actions indicated at the bottom of the display

⑥ Power/End key

Turn the phone on and off (press and hold); End a call; In Menu mode, cancel input and return to Idle mode

⑦ Confirm key

Select the highlighted menu option or confirm an input; In Idle mode, access Menu mode or launch the web browser. Depending on your service provider or region, the key may perform differently

⑧ Silent profile key

In Idle mode, activate or deactivate the silent profile (press and hold)

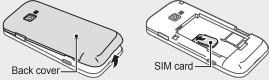
⑨ Alphanumeric keys

Your phone displays the following status indicators on the top of the screen:

Icon	Description	Icon	Description
	No signal		FM radio on
	Signal strength		FM radio suspended
	Network searching		Music playback in progress
	GPRS network connected		Music playback paused
	EDGE network connected		New text message (SMS)
	Call in progress		New multimedia message (MMS)
	SOS message feature activated		New email message
	Browsing the web		New configuration message
	Connecting to secured web page		New push message
	Roaming (outside of normal service area)		New voice mail message
	Call diverting activated		Normal profile activated
	No SIM card		Silent profile activated
	Connected with PC		Bluetooth activated
	Bluetooth activated		Battery power level
	Alarm activated		10:00 Current time
	Memory card inserted		

Install the SIM card and battery

1. Remove the back cover and insert the SIM card.

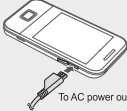


2. Insert the battery and replace the back cover.



Charge the battery

1. Plug the supplied travel adapter into the multifunction jack.
2. When charging is finished, unplug the travel adapter.



- Do not remove the battery from the phone before unplugging the travel adapter first. Otherwise, the phone may be damaged.
- To save energy, unplug the travel adapter when not in use. The travel adapter does not have a power switch, so you must unplug the travel adapter from the outlet to interrupt the power supply. The travel adapter should remain close to the socket when in use.

Insert a memory card (optional)

Your phone accepts microSD™ or microSDHC™ memory cards up to 16 GB (depending on memory card manufacturer and type).



- Formatting the memory card on a PC may cause incompatibility with your phone. Format the memory card only on the phone.
- Frequent writing and erasing of data will shorten the life span of memory cards.

1. Remove the back cover.
2. Insert a memory card with the gold-coloured contacts facing down.



3. Push the memory card in the memory card slot until it locks in place.
4. Replace the back cover.

Instructional icons



Note: notes, usage tips, or additional information



Followed by: the order of options or menus you must select to perform a step; for example: In Menu mode, select **Messages** → **Create message** (represents **Messages**, followed by **Create message**)



Square brackets: phone keys; for example: [**Power**] (represents the Power/End key)



Angled brackets: softkeys that control different functions at each screen; for example: <**OK**> (represents the **OK** softkey)

Turn your phone on or off

To turn your phone on,

1. Press and hold [**Power**].
2. Enter your PIN and press <**OK**> (if necessary).

To turn your phone off, repeat step 1 above.

Access menus

To access your phone's menus,

1. In Idle mode, press <**Menu**> to access Menu mode.



- You may need to press the Confirm key to access Menu mode depending on your region or service provider.
- When you are using the smart home screen, you cannot use the Confirm key to access Menu mode.

2. Use the Navigation key to scroll to a menu or option.
3. Press <**Select**>, <**Save**>, or the Confirm key to confirm the highlighted option.
4. Press <**Back**> to move up one level; Press [**Power**] to return to Idle mode.



- When you access a menu requiring the PIN2, you must enter the PIN2 supplied by the SIM card. For details, contact your service provider.
- Samsung is not responsible for any loss of passwords or private information or other damages caused by illegal software.

Make a call

1. In Idle mode, enter an area code and a phone number.
2. Press [**Call**] to dial the number.
3. To end the call, press [**End**].

Answer a call

1. When a call comes in, press [**Answer**].
2. To end the call, press [**End**].

Adjust the volume

- To adjust the volume of the ringtone

1. In Menu mode, select **Settings** → **Sound profiles**.

2. Scroll to the profile you are using.

If you are using the silent profile, you are not allowed to adjust the volume of the ringtone.

3. Press <**Edit**> → **Volume**.

4. Scroll to **Call alert**.

5. Scroll left or right to adjust the volume level and press <**Save**>.

- To adjust the volume of voice during a call

While a call is in progress, press the Navigation key up or down to adjust the volume.



In noisy environments, you may have difficulty hearing the calls while using the speakerphone feature. For better audio performance, use the normal phone mode.

Change your ringtone

1. In Menu mode, select **Settings** → **Sound profiles**.
2. Scroll to the profile you are using.

If you are using the silent profile, you are not allowed to change the ringtone.

3. Press <**Edit**> → **Voice call ringtone**.
4. Select a memory location (if necessary).
5. Select a ringtone.

To switch to another profile, select it from the list.

Call a recently dialed number

1. In Idle mode, press [**Recent**] to display a list of recent numbers.
2. Scroll left or right to a call type.
3. Scroll up or down to a number or name.
4. Press the Confirm key to view details of the call or [**Call**] to dial the number.

Use the smart home screen

The smart home screen allows you to access applications, contacts, and calendar events or view the clock from Idle mode.

When you are using the smart home screen, the Navigation key does not work as shortcuts.

- To add items to the smart home screen

1. In Menu mode, select **Settings** → **Display** → **Smart home**.
2. Press <**Edit**>.
3. Select the items to display on the smart home screen.
- For the shortcuts toolbar, you can add or delete the shortcuts as desired. Press <**Options**> → **Edit shortcuts**.
4. Press <**Options**> → **Save**.
5. Press the Confirm key.

You can change the idle screen to another style. In Menu mode, select **Settings** → **Display** → **Smart home** and scroll left or right to a style you want.

- To access the smart home items

Press the Navigation key to scroll through the items on the smart home screen and press the Confirm key to select an item.

Enter text

- To change the text input mode

- Press and hold [#] to switch between T9 and ABC modes. Depending on your region, you may be able to access an input mode for your specific language.
- Press [Shift] to change case or switch to Number mode.
- Press [X] to switch to Symbol mode.
- Press and hold [X] to select an input mode or change the input language.

T9 mode

1. Press the appropriate alphanumeric keys to enter an entire word.
2. When the word displays correctly, press [0] to insert a space. If the correct word does not display, press the Navigation key up or down to select an alternate word.

ABC mode

Press an appropriate alphanumeric key until the character you want appears on the display.

Number mode

Press an appropriate alphanumeric key to enter a number.

Symbol mode

Press an appropriate alphanumeric key to enter a symbol.



- To move the cursor, press the Navigation key.
- To delete characters one by one, press <**Clear**>. To delete all of the characters, press and hold <**Clear**>.
- To insert a space between characters, press [0].
- To enter punctuation marks, press [1].

Add a new contact



The memory location to save new contacts may be preset depending on your service provider. To change the memory location, in Menu mode, select **Contacts** → <**Options**> → **Settings** → **Save new contact** to → a memory location.

1. In Idle mode, enter a phone number and press <**Options**>.
2. Select **Add to Contacts** → **Create contact** → a memory location (if necessary).
3. Select a number type (if necessary).
4. Enter contact information.
5. Press the Confirm key or press <**Options**> → **Save** to add the contact to memory.

Send and view messages

- To send a text message or multimedia message

1. In Menu mode, select **Messages** → **Create message**.
2. Enter a destination number and scroll down.
3. Enter the message text. ► *Enter text*
For sending as a text message, skip to step 5. For attaching multimedia, continue with step 4.
4. Press <**Options**> → **Add multimedia** and add an item.
5. Press the Confirm key to send the message.

- To view a text or multimedia messages

1. In Menu mode, select **Messages** → **Inbox**.
2. Select a text or multimedia message.

Make fake calls

You can simulate an incoming call when you want to get out of meetings or unwanted conversations.

- To activate the fake call feature

In Menu mode, select **Settings** → **Call** → **Fake call** → **Fake call hot key**.

- To make a fake call

- In Idle mode, press and hold the Navigation key down.
- When the keys are locked, press the Navigation key down four times.

Activate the mobile tracker

When someone inserts a new SIM card in your phone, the mobile tracker feature will automatically send the contact number to specified recipients to help you locate and recover your phone.

To activate the mobile tracker,

1. In Menu mode, select **Settings** → **Security** → **Mobile tracker**.
2. Enter your password and select <**OK**>.
- If the first time you access Mobile tracker, you will be prompted to create and confirm a password.
3. Press Confirm key to select **On**.
4. Scroll down and press the Confirm key to open the recipient list.
5. Press <**Options**> → **Contacts** to open your contact list.
6. Press the Confirm key to select a contact and then press <**Add**>.
7. Select a number (if necessary).
8. Press the Confirm key to save the recipients.
9. Scroll down and enter the sender's name.
10. Press <**Save**> → <**Accept**>.

Activate and send an SOS message

In an emergency, you can send SOS messages to your family or friends for help.

- To activate the SOS message

1. In Menu mode, select **Messages** → **Settings** → **SOS messages** → **Sending options**.
2. Press <**Change**> to select **On**.
3. Scroll down and press the Confirm key to open the recipient list.
4. Press <**Options**> → **Search** to open your contact list.
5. Select a contact.
6. Select a number (if necessary).
7. Press the Confirm key to save the recipients.
8. Scroll down and set the number of times to repeat the SOS message.
9. Press <**Back**> → <**Yes**>.

- To send an SOS message

1. With the keys locked, press [**Power**] four times to send an SOS message to preset numbers.
- The phone switches to SOS mode and sends the preset SOS message.
2. To exit SOS mode, press [**Power**].

Use the camera

- To capture photos

1. In Menu mode, select **Camera** to turn on the camera.
2. Rotate the phone anti-clockwise to landscape view.
3. Aim the lens at the subject and make any adjustments.
4. Press the Confirm key to take a photo. The photo is saved automatically.

- To view photos

In Menu mode, select **My files** → **Images** → a photo file.

- To capture videos

1. In Menu mode, select **Camera** to turn on the camera.
2. Rotate the phone anti-clockwise to landscape view.
3. Press [1] to switch to the camcorder.
4. Aim the lens at the subject and make any adjustments.
5. Press the Confirm key to start recording.
6. Press the <**Stop**> to stop recording. The video is saved automatically.

- To view videos

In Menu mode, select **My files** → **Videos** → a video file.

Listen to music

1. In Menu mode, select **MUSIC** → **Library**.
2. Select a music category → a music file.
3. Control playback using the following keys:

Key	Function
Confirm	Pause or resume playback
Navigation	• Left: Skip backward; Scan backward in a file (press and hold) • Right: Skip forward; Scan forward in a file (press and hold) • Up/Down: Adjust the volume

Key	Function
1	Rate the current track
2	Select a sound effect
3	Change the repeat mode
4	Activate or deactivate Shuffle mode

Listen to the FM radio

1. Plug a headset into the phone.
2. In Menu mode, select **Apps** → **FM radio**.
3. Press the Confirm key to start the FM radio.
4. Press <**Yes**> to start automatic tuning.
- The radio scans and saves available stations automatically.

The first time you turn on the FM radio, you will be prompted to start automatic tuning.

5. Control the FM radio using the following keys:

Key	Function
Confirm	Turn the FM radio on or off
Navigation	• Left/Right: Fine-tune the frequency; Search for an available radio station (press and hold) • Up/Down: Adjust the volume

SAMSUNG
ELECTRONICS

Declaration of Conformity (R&TTE)

We, Samsung Electronics
declare under our sole responsibility that the product

GSM Mobile Phone - GT-C3750

to which this declaration relates, is in conformity with the following standards and/or other normative documents.

SAFETY	EN 60950-1 : 2006/A11:2009
SAR	EN 50369 : 2001 / AC2008 EN 62209-1 : 2006 EN 301 489-01 V1.8.1 (04-2008) EN 301 488-07 V1.3.1 (11-2005) EN 301 489-17 V2.1.1 (05-2009)
EMC	EN 301 511 V9.0.2 (03-2003) EN 300 328 V1.7.1 (10-2006)

We hereby declare that all essential radio test suites have been carried out and that the above named product is in conformity to all the essential requirements of Directive 1999/5/EC.

The conformity assessment procedure referred to in Article 10 and detailed in Annex IV of Directive 1999/5/EC has been followed with the involvement of the following Notified Body(ies):

BABT, Fonghy House, Churchfield Road, Watton-on-Thames, Surrey, KT12 2TD, UK* Identification mark: 0168	which will be made available upon request. (Representative in the EU) Samsung Electronics Euro QA Lab, Blackbushe Business Park, Saxony Way, Woking, Hampshire, GU24 0GD, UK* 2011.03.21 (place and date of issue)
Samsung Electronics QA Lab, 2011.03.21 (name and signature of authorised person) Joong-Hoon Choi / Lab Manager	

* It is not the address of Samsung Service Centres. For the address or the phone number of Samsung Service Centre, see the warranty card or contact the retailer where you purchased your product.