



## Acknowledgement of Service Request

Service Centre: 0002274612 - Ridham  
 Address: 17/983-B2, 1st Floor, Puthiyara,  
 Kozhikode673004  
 Contact Centre: 180040SAMSUNG  
 (1800-40-7267864)  
 Track Your Repair Status online: [www.samsung.com/in/support](http://www.samsung.com/in/support)

Bill No : 4427762063 Call For Status : 91-8606141488 Delivery Time : 11 a.m. to 6 p.m. CSR Print Date : 29.12.2025 Time : 16:41:00

<b>Customer Name</b>	SIVADASAN ...	<b>Request Date</b>	29/12/2025 16:35:36
<b>Address</b>	KOLATHARA KOLATHARAKOZHIKODE KOZHICODE32-Kerala673655 IN		
<b>Appointment Date</b>	29/12/2025 (16:31:02)	<b>Customer No.</b>	
<b>Telephone</b>	[Home]9746683638[Office]9746683638[Mobile]9746683638	<b>Fax No.</b>	9746683638
<b>Model Name</b>	SM-G990BZA3INS	<b>Purchase Date</b>	08/10/2023
<b>Serial No. (CRT/ESN/IMEI)</b>	RZCW91RC6XJ (*****0433803)	<b>Service Type</b>	Carry In
<b>Warranty Status</b>	Full Warranty <input type="checkbox"/> Labor Only <input type="checkbox"/> Parts Only <input type="checkbox"/> Out of Warranty <input checked="" type="checkbox"/>		
<b>Repair Received</b>	Repair Completed		
<b>Goods Delivered</b>	Return by / Date		
<b>Defect Description</b>	LINES ON DISPLAY	<b>B2B SVC</b>	N
<b>Accessory</b>	HANDSET ONLY		
<b>Remark</b>	FRAME SCRATCHES		
<b>Repair Description</b>			
<b>Condition Code</b>	<b>Symptom Code</b>	<b>Defect Code</b>	<b>Repair Code</b>

Terms & Conditions (In-Warranty/Out-Warranty repairs, service, software upgrade, etc.)

1. In-warranty support will be provided subject to warranty validation and criteria as defined by Samsung's authorized Service Centre ("ASC") Staff. For warranty validation, customer is required to produce valid Warranty Card / Proof of Purchase at the time of submitting the Product to the satisfaction of ASC, failing which Product will not be serviced. Repairs will be carried out on best effort basis subject to availability of spares.
2. Customer is requested to collect the Product within 3 days from the date of receiving confirmation on the completion of the repair from ASC, failing which Samsung or its ASC shall not be liable for any loss or damage to the Product, and/or any consequential losses or damages arising thereof. Further, Samsung or its ASC shall have the right to scrap the unclaimed Product or dispose it in any manner without any notice to the Customer, without incurring any liability, whatsoever, towards the Customer or anyone else. Defective parts replaced under warranty will be the property of Samsung and will not be returned.
3. For Out-warranty support, estimate pre- approval will not be taken from customer if estimated repair amount is less than Rs. 500/- . If estimated repair amount is more than Rs. 500/- then repair will be carried out after necessary approval/advance payment.
4. To enquire the status of repair, customer may contact at number(s) mentioned above with Claim' No. (Bill No. mentioned above) and date of submission of Product or log onto [Samsung.com/in](http://Samsung.com/in).
5. The Product is accepted for service subject to prior verification. If Product is found to be tampered, damaged, misused, components removed, cracked or liquid logged, etc., the same will not be eligible under warranty and customer will have to pay for the repair services or the Product will be returned without repairs.
6. It is Customer's responsibility to disable the STD/ISD service and remove SIM/Memory card before giving the Product for service/repairs. ASC will not be responsible of any claims from customers on bill from mobile service provider.
7. It is Customer's responsibility to take back up of all existing data, software, and programs, and to erase all existing data before handing over the Product to ASC for repairs/service. Samsung or its ASC shall not be responsible for loss, recovery, or compromise of data or loss of use of Product arising out of or in connection with the service of the Product. Customer represents that the Product being serviced does not contain any illegal files or data.
8. Data Backup and Deletion. Product settings may be restored back to factory default settings. During service, Samsung or its ASC may delete any data on the Product. It is recommended that Customer maintains separate backup copy of contents of Product's data, including, but not limited to, contacts, pictures, texts, music, ringtones, or applications and remove all personal information. During service, it is possible that data on the Product may be lost, replaced or reformatted. In such an event, Samsung or its ASC will not be responsible for any loss of data, software, programs or other information contained on the Product.
9. Data Protection/Access. Customer grants Samsung and its ASC's technicians the access to the Product for the purpose of providing service. During the service, personal information stored on the Product may be accidentally disclosed to the technician, or it may be necessary to check areas on the Product within which content is located in order to verify quality of service. Samsung and its ASC do not share any content located on the Product unless otherwise required by laws or regulations. If Customer does not wish Samsung/ASC to have access to this information, it is recommended that Customer deletes such information or resets the Product before handing over to ASC. Test images may be left on the Product from the quality control testing process.
10. This receipt/ e-receipt should be produced at the time of collecting the Product. No deliveries will be made if receipt/e-receipt is not shown to service center, customer should submit request along with an indemnity bond or any other documents as prescribed by ASC to the satisfaction of ASC necessary to deliver the Product. Customer needs to provide the documents prescribed to prove the ownership of the Product for taking delivery.
11. Customer undertakes and agrees that the information provided by him is true and correct; Samsung can use the same for the purpose of follow up and taking feedback on the services by any means including voice, text etc.
12. Customer understands and acknowledges that while the device is being diagnosed / repaired it may be subjected to calibration or capture logs remotely through appropriate application for optimal performance by the ASC whereby some of the device settings may change. The Customer undertakes that no claim whatsoever shall be raised against Samsung or the ASC in this regard.
13. Information provided / collected shall be subject to Samsung's Customer Service Privacy Notice. To know more, visit <https://www.samsung.com/in/info/privacy/>.

I/We have read and understood all the above terms and conditions.

Disclaimer : This is an auto-generated receipt and no signatures are required for the same.

### COLLECTION OF PRODUCT

I certify that above job has been done to my satisfaction

Received by: ASHAAYISHA01 on 29/12/2025 16:35:36

Delivered by:

Signature of Customer/Collection Date

This is system generated receipt, no signature is required.

For Customer



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Address	673655 KOLATHARA KOLATHARAKOZHIKODE KOZHICODE32-Kerala IN				
Appointment Date	29/12/2025 (16:31:02)	Engineer			
Telephone	[Home]9746683638[Office]9746683638[Mobile]9746683638	Fax No.	9746683638		
Model Name	SM-G990BZA3INS	Purchase Date	08/10/2023		
Serial No. (CRT/ESN/IMEI)	RZCW91RC6XJ (*****0433803)	Service Type	Carry In		
Warranty Status	Full Warranty <input type="checkbox"/> Labor Only <input type="checkbox"/> Parts Only <input type="checkbox"/> Out of Warranty <input checked="" type="checkbox"/>				
Repair Received		Repair Completed			
Goods Delivered		Return by / Date			
Defect Description	LINES ON DISPLAY	B2B SVC	N		
Accessory	HANDSET ONLY				
Remark	FRAME SCRATCHES				
Repair Description					
Condition Code		Symptom Code	Defect Code	Repair Code	

No	Parts No	Description	Location	Qty	Unit Price (INR)	Amount (INR)	Part Return Date

Total Parts Cost	INR	0.00
Labor	INR	0.00
Transportation	INR	0.00
Other amount	INR	0.00
Tax	INR	0.00
<b>Grand Total</b>	INR	0.00

**Declaration:**

I acknowledge that I have received my product in good working condition and to  my full satisfaction.

I have read and understood the communication brought to my knowledge with regard to hazardous nature of the electrical and electronic equipments and its spare parts and the need for safe handling and disposal of e-waste to protect and safeguard the environment.

I hereby acknowledge that the replaced defective part may be an e-waste. Therefore I am leaving the same at Service Center for safe disposal.

OR

OR

I hereby acknowledge that I have chosen to receive and collect defective part of my product the same may be an environmentally hazardous E-waste. I further acknowledge that I shall handle it responsibly in an environmentally friendly manner

Received by:  
ASHAAYISHA01 on 29/12/2025 16:35:36

Delivered by:

Signature of Customer & Collection Date

For Service Center



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## Material Request Form

Job No. 4427762063

Model Name SM-G990BZA3INS



Serial No. RZCW91RC6XJ

Engineer /

4427762063

## For Technician