

SAMSUNG Acknowledgement of Service Request

Service Centre: 0009241554 - FAIR SOLUTIONS LTD.
 Address: B 136, Mahtab Plaza (2nd Floor)
 Bazar Bus stand, Savar, Dhaka1340
 Call Centre : 09612300300,08000300300 (Toll Free)
 Email : feedback.bd@samsung.com

Bill No : 4331485541 Call For Status : 09612300300 & 08000300300 (Toll free) Delivery Time : 10:30 a.m. to 5:30 p.m.

Customer Name	AHAMMAD ALI	Request Date	09.02.2021 17:09:07
Address	SAVAR Savar SAVARDhaka DhakaBangladesh (General) BD		
Appointment Date	09.02.2021 (17:07:18)	Customer No.	
Telephone	[Home]1580458801[Office]1580458801[Mobile]1580458801	Fax No.	
Model Name	SM-G965UZDAXAA	Purchase Date	00.00.0000
Serial No. (CRT/ESN/IMEI)	R38KB06AKYL (*****8829282)	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 Completed	
Repair Received		Return by / Date	
Goods Delivered		B2B SVC	N
Defect Description	OCTA BROKEN		
Accessory	PACKET PHONE		
Remark	BILL 26000TK ADVANCE 15000TK 14000/-		
Repair Description			
Condition Code		Symptom Code	Defect Code
			Repair Code

Terms & Conditions

- In-warranty repair will be carried out subject to warranty validation by Service Centre Staff. For warranty validation, customer is required to carry valid Warranty Card / Proof of Purchase and it is to be produced at the time of submitting the Product, else warranty service will not be provided.
- The Customer is requested to collect the Product within 3 days from the date of receiving confirmation on the completion of the repair from the service centre. In case the Customer does not claim the Product within the said period of 3 days, Samsung or its authorised service centre shall not be liable for any loss or damage to the Product, and/or any consequential losses or damages arising out of such a loss or damage. Samsung shall have the right to scrap the said Product or dispose of it in any manner without any notice to the Customer, and without incurring any liability ,whatsoever, towards the Customer or anyone else.
- For Out-warranty repairs, estimate pre- approval will not be taken from customer if estimated repair amount is less than BDT 500/. If estimated repair amount is more than BDT 500/- then repair will be carried out after necessary approval/advance payment.
- To enquire the status of repair, customer should contact at number(s) mentioned above with Claim No. (Bill No. mentioned above) and date of submission of Product.
- The Product has been accepted for service subject to internal verification. If Product is found to be tampered, misused, components removed, cracked or liquid logged, the same will not be considered under warranty. In such a case customer will have to pay for the repair services or the Product will be returned without repairs.
- Customer should disable the STD/ISD service and remove SIM/Memory card before giving the set for service/repairs. Service Centre will not be responsible of any claims from customers on bill from mobile service provider.
- This receipt should be produced at the time of collecting the Product. No deliveries will be made if this receipt is lost. In the event of loss of receipt, customer should submit request along with an indemnity bond to the Service Centre to obtain the set.
- The customer should himself ensure proper backup of all the data stored on the handset. The customer agrees that Samsung or its associates shall not be held responsible or liable for any data loss on the Product in question.
- The 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.
- Customer understands and acknowledges that while the device is being diagnosed / repaired it may be subjected to calibration 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.

I/We have read and understood all the above terms and conditions, and accept the same and authorize ASC to proceed with the repairs.

Received by:

*XW
02/09/2021*

For Samsung Customer Service

Y Ahmed
Signature of Customer

COLLECTION OF PRODUCT

I certify that above job has been done to my satisfaction

Signature of Customer/Collection Date

Y Ahmed

Delivered by:

*Y Ahmed - 2021
11-09-2021*

For Samsung Customer Service

For Customer

*Delivered
11 SEP 2021*