

1) Warranty Claim Initiation (By Customer)

♦ Who Can Initiate:

- **Customer** (if they have product serial number & purchase info)

♦ Where:

- From **Customer Panel**
 - They'll see from My Purchases section and claim warranty (if in Warranty, if out of warranty will click on Raise complaint button).

♦ Form Details:

The claim form will include (in both cases - in warranty& out of warranty) :

- Product Serial No. (*auto-verified*)
 - Customer Name & Contact Info (*auto-verified*)
 - Complaint Description / Issue Type (*dropdown – leakage, motor not working, etc.*)
 - Upload Photo / Video of the defect (*optional*)
 - Preferred Visit Date (*optional*)
- Once submitted, the claim appears in the **Admin's Replacement Requests** module.

2) Admin Review & Job Card Creation

Admin Actions:

- Opens **Replacement Module** and sees the new request in “Pending” status.
- System auto-checks warranty period based on **purchase date + warranty duration**.

Two Scenarios:

1. Within Warranty Period:

- Admin marks claim as “**Warranty - Eligible**”.
- Then form will open and **Job Cards are** automatically generated which includes:
 - i. Job Card No. (JC/Month/Year/Technician Code/ 1001)
 - ii. Model Name
 - iii. Serial No.
 - iv. Customer Name
 - v. Customer Address
 - vi. Assigned technician
 - vii. Service Type (In/Out of warranty)
 - viii. Estimated Visit date

2. Out of Warranty Period:

- Admin marks claim as “**Out of Warranty**”.
- The system calculates **inspection & service charges** as per predefined rates.

After Submit, It will be visible in Admin and technician Panels.

3. Technician Assignment & Job Execution

Admin Assigns Technician:

- From **Replacement Module, Assign Technician**.
- Chooses technician based on **location or workload**.
- Technician receives the job card details on their **Technician Panel / App**.

Technician Panel shows:

- Job Card ID
- Customer Details
- Product & Issue
- Address / Contact Info
- Service Type (Warranty / Out of Warranty)
- Visit Date
- Status: *Assigned/ In Progress/ Completed or Rejected*

4. Technician Visit & On-Site Service

Technician Actions During Visit:

1. Visit the customer location.
2. Diagnoses the issue.
3. Updates job card in real-time:
 - **Inspection Notes / Problem Found**
 - **Replaced Parts (if any)**
 - **Service Outcome:**

- Repaired
 - Replacement Required
 - Not Repairable
4. Adds **before/after photos** for record.
 5. Updates **Job Status** to:
 - “Completed” (if resolved)
 - “Replacement Needed” (if not fixable)
 - “Rejected” (if fake or invalid complaint)

5) Charges & Billing (Automatic or Manual)

For Warranty Jobs:

- **Service Charge:** ₹0
- **Replacement Charge:** ₹0 (if defect confirmed and under terms)
- Technicians can mark “**Warranty Replaced**” and the system logs it under *Warranty Claims*.

For Out-of-Warranty Jobs:

- **Inspection Fee:** e.g., ₹150
- **Repair Charges:** Based on fixed rate sheet (Admin-defined)
- **Parts Cost:** Added manually if replaced.
- Technician enters total charges.
- The customer pays **on-site** or through a digital **invoice link**.
- The system records the payment status (Paid / Pending).

6. Replacement Dispatch (if required)

If technician marks “*Replacement Required*”:

1. Admin reviews technician remarks and photos.
2. Approves replacement.
3. The system generates a **replacement order**.
4. A new product with a new **serial number** is assigned to the customer.
5. The old serial number is marked as **Replaced / Returned** in the database.

7. Completion & Reporting

Once completed:

- Technician submits final report, moves job to **Completed**.
- Customer receives SMS/email confirmation.
- Admin dashboard updates:
 - Total Replacement Requests
 - Completed Jobs
 - Average Resolution Time
 - Warranty vs Non-Warranty ratio
- Technician’s performance (jobs resolved, pending, rejected) is tracked.