



## Replacement Certificate (Customer copy)

NO: DOINMH010182110250003



State company name: Joinmay Mumbai Electronics Private Limited Report time: 01:23 PM 25-10-2021 Delivery date and time: 05:37 PM 25-10-2021	Service center information	Address: 1st Floor, Hall No. 3, Survey No. 265, Mhatre Wadi, Gavthan, Beside Railway Station, Virar (West) Contact No.: 8097499095 Working hours: 10:00 AM - 06:30 PM	
Send for repair details			
Customer: Unsold handset Sent type: Unsold handset	Contact No.: S.S MOBILE 9930038442 Dealer info: S.S MOBILE 9930038442	Alternate No.: KULDEEP 8051325578 Sender info: KULDEEP 8051325578	
Product, fault information			
Product info: X60 Pro+ Emperor Blue 12G+256G Purchase date: 25-10-2021 Backup info: Data backup by user	IMEI: 864653059719352 Repair type: Warranty repair Accessory: Charger/Sim tray//USB cable//Earphone	Barcode: Appearance: OK Lock password:	
Fault information: TOUCH NOT WORKING (TOUCH TEST FAILURE)			
Inspection result:			
Replacement information			
Replacement channel: Dealer	Dealer info: S.S MOBILE 9930038442	IMEI number of new handset:	
New handset:	Replacement date:		
Remarks: WE CHECK HANDSET PROBLEM FOUND IN HANDSET, AS PER APPROVAL DOA LETTER ISSUE TO CUSTOMER			
Parts Information			
Part type	Part code	Part name	Quantity
Instruction for customer			
Advisory			
<p>1. If you required to go to the retailer/dealer's store for replacement, please visit to the retailer/dealer's store for replacement within 3 days after receiving this receipt. If it exceeds 3 days, this order will become invalid.</p> <p>2. After service center issue this replacement certificate, please take care for the handset which need to be replaced. If handset damaged like liquid damage or physical damage, or self-repairs or self-damaged etc reasons, retailer/dealer has the right to refuse to give replacement.</p> <p>3. Before you leave the service center/dealer shop, please confirm whether the replaced mobile phone/accessories are complete, and the functions are working.</p> <p>4. By this you understand and agree that our company needs to use your personal data, such as your name, phone number, IMEI number etc., to provide after-sales service, for maintaining customer information, customer satisfaction survey and product improvement analysis, etc., our company Strictly complies with applicable data protection laws to ensure that your personal data is protected. For more details, please refer to the "vivo After-sales Service Privacy Policy" (<a href="https://www.vivo.com/in/about-vivo/privacy-policy">https://www.vivo.com/in/about-vivo/privacy-policy</a>), signing this document means that you have read and agreed to the mentioned terms.</p>			
Customer Signature: _____			
V reminder			
We believe in continuous learning & improving, for any feedback & suggestions please feel free to contact us via Facebook, Website, Email or Customer care.		Facebook: @vivoindia Website: www.vivo.com Email: vcare@vivo.com Customer Care: 1800-102-3388 & 1800-208-3388	

Service center signature &amp; Stamp:



Customer signature: