

SAMSUNG**N233513**

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|--------------------|------------|
| DOA Certificate No | 4337820421 |
| DOA Issue Date | 08/12/2021 |

ORIGINAL

DEAD ON ARRIVAL (DOA) CERTIFICATE

| | | |
|---|--|---|
| Service Centre Name & Address : Saitronics Shop No.1, G.Flr, New Pandit Colony NASHIK 422002 | Dealer Name & Address : SS Communication AND services | Finance : Financer : Paste IMEI Label of SWAP Set (To be done by dealer) |
|---|--|---|

Work order No. : 4337820421

Work order Date : 04/12/2021

| | |
|-----------------------------|--|
| Customer Information | |
| Name | MUBASHIR KHAN |
| Contact No(Fixed) | 9226589364 |
| Contact No(Mob) | 9226589364 |
| Address | SAPTASHRUNGI CHOWCK, LEKAHNAGARNASHIK CIDCO27-Maharashtra IN |

| | |
|----------------------------|----------------|
| Product Information | |
| Model | SM-A037FZB5INS |
| S/N | R9ZR80AYHYP |
| IMEI/RSN/ESN | *****1195810 |
| Invoice No | 1495 |
| Invoice Date | 03/12/2021 |
| Sim activation date | 03/12/2021 |

Defect reported by Customer : WHITE DOTT ON DISPLAY

Defect diagnosed by Engineer : DOA ISSUE

Remark : BOX TAKEN WITH ALL ACCESSORY

| DOA Checkpoints (To be filled by Service Centre Engineer) | | YES / NO |
|--|--|--|
| S.No. | Checkpoint Description | |
| 1 | Box containing all accessories as was provided in the sales package at the time of purchase? | Y <input checked="" type="checkbox"/> N <input type="checkbox"/> |
| 2 | Is the problem reported by customer and diagnosed by engineer, reproducible? | Y <input checked="" type="checkbox"/> N <input type="checkbox"/> |
| 3 | IMEI/RSN/ESN & Serial No. on Invoice is matching with that of the Product? | Y <input checked="" type="checkbox"/> N <input type="checkbox"/> |
| 4 | There are no signs of unauthorized repair (Tampering)? | Y <input checked="" type="checkbox"/> N <input type="checkbox"/> |
| 5 | Unit is not physically damaged (Outside/Inside) and no scratches on cosmetic /covers? | Y <input checked="" type="checkbox"/> N <input type="checkbox"/> |
| 6 | Product is not water logged (Outside / Inside)? | Y <input checked="" type="checkbox"/> N <input type="checkbox"/> |
| 7 | IMEI Label on product is not tampered/removed/defaced? | Y <input checked="" type="checkbox"/> N <input type="checkbox"/> |

Technical Inspection Check Point

| | | | |
|-----------------------------|------|-----------------------------|------|
| Packing | P002 | Functional | TH27 |
| Appearance | D009 | Accessories | AC01 |
| Old Software Version | 0000 | New Software Version | 0000 |

Product purchased from "Samsung.com" (billing by Savex Technologies) ☐
 Product to be retained by service centre & DOA certificate to be given to customer.
 Replacement product will be delivered to customer home.

Product purchased from other sales channel ☐
 Product & DOA certificate to be given to customer.
 Customer has to visit dealer alongwith sealed set & certificate to get the replacement (swap by dealer).

(Customer Signature)

DOA Authorization

Service centre has to ensure proper check before issuing DOA as per policy. Make sure product has been packed properly alongwith all genuine accessories and DOA certificate (sealed with unique seals).

| | |
|--|--|
| Remarks by Service Centre Engineer (fault reproduction steps) | Remarks by Service Centre Manager |
| Hemant Yashwantrao | M/S. SAITRONICS Phoder |

(Engineer Name & Signature) (Manager Name & Signature)

(Service Centre Stamp)

~THIS CERTIFICATE IS VALID FOR 7 DAYS ONLY FROM THE DATE OF ISSUE~

SAMSUNG**Acknowledgement of Service Request**

Service Centre: 0002487328 - - Saitronics
 Address: Shop No.1, G.Fir, New Pandit Colony
 NASHIK422002
 Contact Centre: 180040SAMSUNG
 (1800-40-7267864)
 Track Your Repair Status online: www.samsung.com/in/support

Bill No : 4337820421 Call For Status : 91-9822115786 Delivery Time : 11 a.m. to 6 p.m. CSR Print Date : 08.12.2021 Time : 15:03:24

| | | | |
|---------------------------|--|------------------|------------------------|
| Customer Name | MUBASHIR KHAN | Request Date | 04/12/2021 13:46:21 |
| Address | SAPTASHRUNGI CHOWCK, LEKAHNAGARNASHIK CIDCO27-Maharashtra IN | | |
| Appointment Date | 04/12/2021 (13:32:15) | Customer No. | |
| Telephone | [Home]9226589364[Office]9226589364[Mobile]9226589364 | Fax No. | |
| Model Name | SM-A037FZB5INS | Purchase Date | 03/12/2021 |
| Serial No. (CRT/ESN/IMEI) | R9ZR80AYHYP (*****1195810) | Service Type | Return Handling |
| Warranty Status | Full Warranty <input checked="" type="checkbox"/> Labor Only <input type="checkbox"/> Parts Only <input type="checkbox"/> Out of Warranty <input type="checkbox"/> | | |
| Repair Received | | Repair Completed | 04/12/2021 |
| Goods Delivered | 08/12/2021 | Return by / Date | |
| Defect Description | WHITE DOTT ON DISPLAY | B2B SVC | N |
| Accessory | BOX TAKEN WITH ALL ACCESSORY | | |
| Remark | BOX TAKEN WITH ALL ACCESSORY | | |
| Repair Description | DOA ISSUE | | |
| Condition Code | 1 | Symptom Code | T22 |
| | | Defect Code | R |
| | | Repair Code | RP |

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.
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

Signature of Customer/Collection Date

This is system generated receipt, no signature is required.

Received by: 248732802 on 04/12/2021 13:46:21

Delivered by: 248732802 on 08/12/2021 15:01:48

For Customer