

**SAMSUNG**

N201467

DOA Certificate No	4340630102
DOA Issue Date	01.24.2022

ORIGINAL

**DEAD ON ARRIVAL (DOA) CERTIFICATE**

Service Centre Name & Address : SAI SERVICE Plot No.42,H.No 21/1664/1,G.No73/43 Ichalkaranji 416115	Dealer Name & Address :	Finance : Financer : Paste IMEI Label of SWAP Set (To be done by dealer)

Work order No. : 4340630102

Work order Date : 01.24.2022

**Customer Information**

Name	Vinod Mall	Contact No(Fixed)	8788729922
Contact No(Mob)	8788729922	8788729922	
Address	ICHALKARANJI TOWN ICHALKARANJIKOLHAPUR Maharashtra27-Maharashtra416115 IN		

**Product Information**

Model	SM-A032FZK5INS	S/N	R9ZRC0H243H	IMEI/RSN/ESN	*****3151778
Invoice No	5202	Invoice Date	01.20.2022	Sim activation date	

Defect reported by Customer : touch not work

Defect diagnosed by Engineer : DOA ISSHU

Remark :

**DOA Checkpoints (To be filled by Service Centre Engineer)**

S.No.	Checkpoint Description	YES / NO
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	TH46
Appearance	D009	Accessories	AC01
Old Software Version	A032FXXU1AVA1	New Software Version	A032FXXU1AVA1

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 &amp; DOA certificate to be given to customer.

Customer has to visit dealer alongwith sealed set &amp; 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

(Engineer Name &amp; Signature) (Manager Name &amp; Signature) (Service Centre Stamp)

**SAI SERVICE**SAI SERVICE CENTER  
Bharhar Nagar, App. Rajdhar Hotel,  
Charkare Complex, Ichalkarnji 416 115.