

SAMSUNG**N226637**

DOA Certificate No	4338101129
DOA Issue Date	10/12/2021

DEAD ON ARRIVAL (DOA) CERTIFICATE**ORIGINAL**

Service Centre Name & Address : M.M. SERVICE SHOP NO-2, 1ST FLOOR, SAI PLAZA PIMPRI 411017	Dealer Name & Address : <i>S.S. mobile</i>	Finance : Inactive Financer : Paste IMEI Label of SWAP Set (To be done by dealer)
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Work order No. : 4338101129

Work order Date : 09/12/2021

Customer Information			
Name	ROHIT KHEDEKAR		
Contact No(Mob)	9689447248	Contact No(Fixed)	9689447248
Address	PIMPRI PUNE 27-Maharashtra 411018 IN		

Product Information					
Model	SM-A325FZKIINS	S/N	RZ8RB0HM7EK	IMEI/RSN/ESN	*****0120517
Invoice No	03847	Invoice Date	05/12/2021	Sim activation date	05/12/2021

Defect reported by Customer : POWER KEY NOT WORK PROBLEM / ALWAYS

Defect diagnosed by Engineer : DOA ISSUED

Remark : DATA LOSS

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	POO2	Functional	TH21
Appearance	D009	Accessories	AC01
Old Software Version	POWER KEY NOT WORK/ALWAYS	New Software Version	POWER KEY NOT WORK/ALWAYS

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
	 M.M. SERVICE Sai Plaza, Shop No. 2, 1st Floor, Sai Chowk, Pimpri, Pune - 411017. Mob. : 7775064084

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

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