

SAMSUNG

N168820



DOA Certificate No

4327354594

DOA Issue Date

02/07/2021

DEAD ON ARRIVAL (DOA) CERTIFICATE

ORIGINAL

Service Centre Name & Address : Saivision Electronic Cosmos Paradise, Shop No. 6, SINDHUDURG 416510	Dealer Name & Address : SS MOBILES & ELECTRONICS KANKAVLI	Finance : Inactive Financer : Paste IMEI Label of SWAP Set (To be done by dealer)
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Work order No. : 4327354594

Work order Date : 02/07/2021

Customer Information

Name	VAIBHAVI SAWANT		
Contact No(Mob)	7262061533	Contact No(Fixed)	7262061533
Address	KANKAVLI AT POST KANKAVLISINDHDURG Maharashtra27-Maharashtra416602 IN		

Product Information

Model	SM-M115FZKEINS	S/N	R9ZR20T9G3M	IMEI/RSN/ESN	*****3681551
Invoice No	00557	Invoice Date	26/06/2021	Sim activation date	26/06/2021

Defect reported by Customer : DEAD

Defect diagnosed by Engineer : PART DEFECTIVE DOA ISSUED

Remark : DATA WILL BE DELETED

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	P005	Functional	TH01
Appearance	D001	Accessories	AC01
Old Software Version	M115FXXU2BUD8	New Software Version	M115FXXU2BUD8

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

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

(Service Centre Stamp)

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