

SAMSUNG**N182506**

DOA Certificate No

4341383364

DOA Issue Date

08/02/2022

ORIGINAL

DEAD ON ARRIVAL (DOA) CERTIFICATEService Centre Name &
Address:Odigi Services Limited
F-1, Kazi Building, Opp. - BPCL
PONDA, GOA
403401Dealer Name &
Address:

Finance : Inactive

Financer :

Paste IMEI Label of SWAP Set (To be done by dealer)

Work order No. : 4341383364

Work order Date : 07/02/2022

Customer Information

Name

MURIEL GODINHO

Contact No(Mob)

7620590917

Contact No(Fixed)

7620590917

Address

PONDA PONDAGOA SOUTH30-Goa403401 IN

Product Information

Model

SM-G781BZBGINS

S/N

RZCR900YJXT

IMEI/RSN/ESN

*****1069886

Invoice No

03585

Invoice Date

01/02/2022

Sim activation date

Defect reported by Customer : DISPLAY/BLANK LCD/ALWAYS

Defect diagnosed by Engineer : LCD ISSUE FOUND, CERTIFIED FOR DOA

Remark : DATA CANNOT SAVED UNDER DOA POLICY

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 ☒ N ☐

2 Is the problem reported by customer and diagnosed by engineer, reproducible ?

Y ☒ N ☐

3 IMEI/RSN/ESN & Serial No. on Invoice is matching with that of the Product ?

Y ☒ N ☐

4 There are no signs of unauthorized repair (Tampering) ?

Y ☒ N ☐

5 Unit is not physically damaged (Outside/Inside) and no scratches on cosmetic /covers ?

Y ☒ N ☐

6 Product is not water logged (Outside / Inside) ?

Y ☒ N ☐

7 IMEI Label on product is not tampered/removed/defaced ?

Y ☒ N ☐**Technical Inspection Check Point**

Packing

P002

Functional

TH22

Appearance

D013

Accessories

AC01

Old Software Version

XXS4DVA2

New Software Version

XXS4DVA2

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).

M. Godinho

(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)

LCD ISSUE FOUND DOA ISSUED

MUNAF NAIKHADE

Remarks by Service Centre Manager

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

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

