

SAMSUNG**N248741**

DOA Certificate No	4337779047
DOA Issue Date	04.12.2021

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

Service Centre Name & Address : VEDANT SERVICES 1st Floor, S11/1, The Millenium Tower Karve Road, Pune 411004	Dealer Name & Address :	Finance : Financer : Paste IMEI Label of SWAP Set (To be done by dealer)
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Work order No. : 4337779047

Work order Date : 03.12.2021

Customer Information			
Name	SAGAR PANDHARE		
Contact No(Mob)	7020473009	Contact No(Fixed)	7020473009
Address	SADASHIV PETH HATTIGANPATI CHAIK PUNE MAHARASHTRA 27-Maharashtra 411030 IN		

Product Information					
Model	SM-A037FZK6INS	S/N	R9ZR80FFQDZ	IMEI/RSN/ESN	*****6707204
Invoice No	1896	Invoice Date	02.12.2021	Sim activation date	

Defect reported by Customer : DISPLAY / SPOT ON DISPLAY / ALWAYS**Defect diagnosed by Engineer :** DOA ISSUE(DOA BAG NO-T232155)**Remark :** DOA**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-Box opened with factory seal brc	Functional	TH23-LCD picture problem (colour sm
Appearance	D009-No clear fault recognisable on af	Accessories	AC01-ACCESSORY 100% COMPLETE
Old Software Version	-	New Software Version	-

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~