

SAMSUNG

N248738



DOA Certificate No 4337702330
DOA Issue Date 03.12.2021

DEAD ON ARRIVAL (DOA) CERTIFICATE

Service Centre Name & Address :

VEDANT SERVICES
1st Floor, S11/1, The Millenium Tower
Karve Road, Pune
411004

Dealer Name & Address :

Finance : Inactive
Financer :

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

ORIGINAL

Work order No. : 4337702330

Work order Date : 02.12.2021

Customer Information

Name	SURESH BHATI	Contact No(Fixed)	9860671999
Contact No(Mob)	9860671999		
Address	PUNE PIMPARI OPP BASANT BAHAR TALKIES PUNE MAHARASHTRA 27-Maharashtra 411017 IN		

Product Information

Model	SM-A037FZB5INS	S/N	R9ZR80B0WCJ	IMEI/RSN/ESN	*****1204364
Invoice No	3784	Invoice Date	30.11.2021	Sim activation date	

Defect reported by Customer : DISPLAY / SPOT ON DISPLAY / ALWAYS

Defect diagnosed by Engineer : DOA ISSUE(DOA BAG NO-T232151)

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 ap	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)



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