

**SAMSUNG****N216696**

DOA Certificate No 4338380930

DOA Issue Date 15.12.2021

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

<b>Service Centre Name &amp; Address :</b> PRAYAG SERVICES 1st Floor, Office No 104, Patil Plaza Parvati, Pune 411009	<b>Dealer Name &amp; Address :</b>	<b>Finance : Inactive</b> <b>Financer :</b> <b>Paste IMEI Label of SWAP Set (To be done by dealer)</b>
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Work order No. : 4338380930

Work order Date : 14.12.2021

Customer Information			
<b>Name</b>	GANESH NAIK		
<b>Contact No(Mob)</b>	9326850570	<b>Contact No(Fixed)</b>	9326850570
<b>Address</b>	20/ 1 PUNAYAI NAGAR , DHANKAWADI .PUNE 27-Maharashtra 411043 IN		

Product Information					
<b>Model</b>	SM-A226BZAHINS	<b>S/N</b>	R9ZRB04LBZT	<b>IMEI/RSN/ESN</b>	*****2995492
<b>Invoice No</b>	01925	<b>Invoice Date</b>	07.12.2021	<b>Sim activation date</b>	07.12.2021

Defect reported by Customer : DISPLAY / LINES ON DISPLAY AND THIS TIME TOUCH NOT WORK / MO. IS STABL

Defect diagnosed by Engineer : DOA CERTIFICATE ISSUE

Remark : DATA LOSS / UNDER DOA DATE

**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**

<b>Packing</b>	P002	<b>Functional</b>	TH23
<b>Appearance</b>	D009	<b>Accessories</b>	AC01
<b>Old Software Version</b>	-	<b>New Software Version</b>	-

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 &amp; DOA certificate to be given to customer.

Customer has to visit dealer alongwith sealed set &amp; 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).

<b>Remarks by Service Centre Engineer (fault reproduction steps)</b>	<b>Remarks by Service Centre Manager</b>

(Engineer Name &amp; Signature) (Manager Name &amp; Signature)

(Service Centre Stamp)

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