

SAMSUNG**N193819**

DOA Certificate No

4331274713

DOA Issue Date

30.08.2021

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

Service Centre Name & Address : S K ENTERPRISE THOLE HALL, GODAM GALI VISHNU TH KOPARGAON 423601	Dealer Name & Address :	Finance : Inactive Financer : Paste IMEI Label of SWAP Set (To be done by dealer)
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Work order No. : 4331274713

Work order Date : 30.08.2021

Customer Information

Name	RANI BIDVE		
Contact No(Mob)	9011121136	Contact No(Fixed)	9011121136
Address	KOPARGAON KOPARGAON NAGAR 27-Maharashtra IN		

Product Information

Model	SM-A037FZK6INS	S/N	R9ZR80C2FLP	IMEI/RSN/ESN	*****6149993
Invoice No	58761	Invoice Date	28.08.2021	Sim activation date	

Defect reported by Customer : TOUCH AUTO WORKING

Defect diagnosed by Engineer : MAJOR HARDWARE PROBLEM SO DOA ISSUE

Remark :

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	Functional	TH23
Appearance	D009	Accessories	AC01
Old Software Version	00	New Software Version	00

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
Ashwini Gussal	Sanjay Thole

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

(Service Centre Stamp)

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