

SAMSUNG**N169330**

DOA Certificate No

4337217209

DOA Issue Date

24/11/2021

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

Service Centre Name & Address : PRASA MOBILE CS No. 1108/34 C, E Ward Jaduban Kolhapur 416001	Dealer Name & Address : S.S. Communication Services Pvt. Ltd. Branch:- Gandhinagar A/P - Gandhinagar	Finance : Inactive Financer : Paste IMEI Label of SWAP Set (To be done by dealer)
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Work order No. : 4337217209

Work order Date : 24/11/2021

Customer Information

Name	SHLOK MARKETING		
Contact No(Mob)	9763244074	Contact No(Fixed)	9763244074
Address	A/P ATIGRE RUKADI FATA SANGALI KOLHAPUR HIGHWAYHATKANAGALE 27-Maharashtra IN		

Product Information

Model	SM-A528BZWGINS	S/N	RZCRA04Y7FT	IMEI/RSN/ESN	*****3146413
Invoice No	02708	Invoice Date	18/11/2021	Sim activation date	18/11/2021

Defect reported by Customer : DISPLAY BLANK/ DEAD**Defect diagnosed by Engineer :** DOA CERTIFICATE DONE**Remark :** WS004**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	TH27
Appearance	D009	Accessories	AC01
Old Software Version	XXU1AU18	New Software Version	XXU1AU18

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) Swapnil Kamble 8459133360	Remarks by Service Centre Manager Sachin Nahl 92223688 PRASA MOBILE Shop No. UG 8/B, Upper Ground, Jaduban Plaza, Pach Bunglow Area Kolhapur, 416 001
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(Engineer Name & Signature)

(Manager Name & Signature)

(Service Centre Stamp)

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