

SAMSUNG

N233284

DOA Certificate No	4336314356
DOA Issue Date	23/11/2021

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

Service Centre Name & Address :	Dealer Name & Address :	Finance : Inactive Financer : Paste IMEI Label of SWAP Set (To be done by dealer)
GSS Quick Garage India Pvt Ltd Mezzanine Flr, Off.1&2, 1st Flr RV NAGAR, DR.HOMI BABA NAGAR, NASIK 422011		

Work order No. : 4336314356

Work order Date : 10/11/2021

Customer Information

Name	ABHIJEET SUNIL SOMNI		
Contact No(Mob)		Contact No(Fixed)	7738394501
Address	NASHIK ROAD NASHIK NASHIK ROAD NASHIK DAATAMANDIR BYITCO POINTG NASHIKNASHIK NASHIK27-Maharashtra IN		

Product Information

Model	SM-A037FZKGINS	S/N	R9ZR80E05QF	IMEI/RSN/ESN	*****6531406
Invoice No	00424	Invoice Date	08/11/2021	Sim activation date	08-11-2021

Defect reported by Customer WHITE SPOT ON DISPLAY

Defect diagnosed by Engineer H/W PROBLEM FOUND WITH IN 14 DAYS

Remark : H/W PROBLEM FOUND WITH IN 14 DAYS

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	D011	Accessories	AC01
Old Software Version	11	New Software Version	11

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).

Abhijeet
(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
White Spot on display Kiran	

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

**-THIS CERTIFICATE IS VALID FOR 7 DAYS ONLY FROM THE DATE OF ISSUE-****Scanned by Scanner Go**

DOA
SAMSUNG

Acknowledgement of Service Request

Service Centre: 0902450421 - GSS Quick Garage India Pvt Ltd
 Address: Mezzanine Flr, Off.182, 1st Fl
 Nagar, Dr.Homi Baba Nagar, Nashik422011
 Contact Centre: 1800409SAMSUNG
 (1800-40-7267864)
 Track Your Repair Status online: www.samsung.com/in/support



4336314356

Bill No : 4336314356 Call For Status : 91-7305023006 Delivery Time : 11 a.m. to 6 p.m. CSR Print Date : 10.11.2021 Time : 12:31:32
 Request Date 11.10.2021 12:28:37

Customer Name	ABHIJEET SUNIL SOMNI		
Address	NASHIK ROAD NASHIK NASHIK ROAD NASHIK DAATAMANDIR BYITCO FOINTG NASHIKNASHIK		
Appointment Date	11.10.2021 (12:17:08)	Engineer	KIRAN WAGH
Telephone	[Home]7738394501[Office]7738394501	Fax No	7219076829
Model Name	SM A037FZKGINS	Purchase Date	11.09.2021
Serial No (CRT/ESN/IMEI)	R9ZR80E85QF (*****G531405)	Service Type	Carry In
Warranty Status	Full Warranty <input checked="" type="checkbox"/> Labor Only <input type="checkbox"/> Parts Only <input type="checkbox"/> Out of Warranty <input type="checkbox"/>	Repair Completed	
Repair Received		Return by / Date	
Goods Delivered		B2B SVC	N
Defect Description	WHITE SPOT ON DISPLAY		
Accessory	HANDSET SUBMITTED (WITH ALL ACCESSORY)		
Remark	SIM , MMC RETURN , DATA LOSS (WITHIN 14 DAYS)		
Repair Description			
Condition Code	Symptom Code	Defect Code	Repair Code

No	Parts No	Description	Location	Qty	Unit Price (INR)	Amount (INR)	Part Return Date

Total Parts Cost	INR	0.00
Labor	INR	0.00
Transportation	INR	0.00
Other amount	INR	0.00
Tax	INR	0.00
Grand Total	INR	0.00

Declaration:

I acknowledge that I have received my product in good working condition and to my full satisfaction. ☐

I have read and understood the communication brought to my knowledge with regard to hazardous nature of the electrical and electronic equipments and its spare parts and the need for safe handling and disposal of e-waste to protect and safeguard the environment. ☐

I hereby acknowledge that the replaced defective part may be an e-waste. Therefore I am leaving the same at Service Center for safe disposal. ☐

OR

I hereby acknowledge that I have chosen to receive and collect defective part of my product the same may be an environmentally hazardous E-waste. I further acknowledge that I shall handle it responsibly in an environmentally friendly manner. ☐

Received by:
 cookomalb on 11.10.2021 12:28:37
 Delivered by:

Signature of Customer & Collection Date

For Service Center

DOA

AMSUNG

Acknowledgement of Service Request

Service Centre: 0002450421 - GSS Quick Garage India Pvt Ltd
 Address: Mezzanine Flr, Off.152, 1st Fl
 Nagar, Dr.Homi Baba Nagar, Nasik422011
 Contact Centre: 1800405AMSUNG
 (1800-40-7267864)

Track Your Repair Status online: www.samsung.com/in/support



4336314306

Bill No : 4336314358 Call For Status : 91-7305023006 Delivery Time : 11 a.m. to 6 p.m. CSR Print Date : 10.11.2021 Time : 12:31:32
 Request Date 11.10.2021 12:28:37

Customer Name	ABHIJEET SUNIL SOMNI			Request Date	11.10.2021 12:28:37
Address	NASHIK ROAD NASHIK NASHIK ROAD NASHIK DAATAMANDIR BYITCO POINTG NASHIKNASHIK				
Appointment Date	11.10.2021 (12:17:00)	Engineer	KIRAN WAGH		
Telephone	[Home]7738394501[Office]7738394501	Fax No.	7219076829		
Model Name	SM-A037FZKGIN5	Purchase Date	11.09.2021		
Serial No. (CRTIESNIMEI)	R92R80E65QF (*****6531406)	Service Type	Carry In		
Warranty Status	Full Warranty <input checked="" type="checkbox"/> Labor Only <input type="checkbox"/> Parts Only <input type="checkbox"/> Out of Warranty <input type="checkbox"/>	Repair Completed			
Repair Received		Return by / Date			
Goods Delivered		B2B SVC	N		
Defect Description	WHITE SPOT ON DISPLAY				
Accessory	HANDSET SUBMITTED (WITH ALL ACCESSORY)				
Remark	SIM , MMC RETURN , DATA LOSS (WITHIN 14 DAYS)				
Repair Description					
Condition Code	Symptom Code	Defect Code	Repair Code		

No	Parts No	Description	Location	Qty	Unit Price (INR)	Amount (INR)	Part Return Date

Total Parts Cost	INR	0.00
Labor	INR	0.00
Transportation	INR	0.00
Other amount	INR	0.00
Tax	INR	0.00
Grand Total	INR	0.00

Declaration:

I acknowledge that I have received my product in good working condition and to my full satisfaction. ☐

I have read and understood the communication brought to my knowledge with regard to hazardous nature of the electrical and electronic equipments and its spare parts and the need for safe handling and disposal of e-waste to protect and safeguard the environment. ☐

I hereby acknowledge that the replaced defective part may be an e-waste. Therefore I am leaving the same at Service Center for safe disposal. ☐

OR

I hereby acknowledge that I have chosen to receive and collect defective part of my product the same may be an environmentally hazardous E-waste. I further acknowledge that I shall handle it responsibly in an environmentally friendly manner. ☐

Received by:
ccokmaib on 11.10.2021 12:28:37
Delivered by:

Signature of Customer & Collection Date

For Service Center