

SAMSUNG**N226696**

DOA Certificate No	4337244139
DOA Issue Date	26.11.2021

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

Service Centre Name & Address : SHRI SAMARTH COMPUTER & MOBILE 2nd Floor, Survey No. 7374/4/3, PNG Ahmednagar 414001	Dealer Name & Address : SS mobile sd Electronics Ahmednagar	Finance : Financer : Paste IMEI Label of SWAP Set (To be done by dealer)
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Work order No. : 4337244139

Work order Date : 24.11.2021

Customer Information

Name	GANESH ADHAV		
Contact No(Mob)	9309908453	Contact No(Fixed)	8600516134
Address	AHMEDNAGAR SATRANGI MADA STATION RDAHMEDNAGAR Maharashtra27-Maharashtra414001 IN		

Product Information

Model	SM-M526BZKIINU	S/N	RFCR920DT9B	IMEI/RSN/ESN	*****0815055
Invoice No	02597	Invoice Date	19.11.2021	Sim activation date	19.11.2021

Defect reported by Customer : SOMETIME LINE ON BACK CAMERA**Defect diagnosed by Engineer :** HARDWARE PROBLEM ISSUED DOA CERTIFICATE**Remark :** HARDWARE PROBLEM ISSUED DOA CERTIFICATE**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	TH26
Appearance	D001	Accessories	AC01
Old Software Version	XXU1AUK2	New Software Version	XXU1AUK2

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).

Adhavg. H.
(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)

Sometime Line on Back camera
Shodh
 9130830815

Remarks by Service Centre Manager

Shodh
 8805191863
 SHRI SAMARTH COMPUTER & MOBILE
 Authorised Samsung Mobile Service Center
 1st Floor, P.N. Gadgil Jewellery Building
 Sarjepura, Ahmednagar, Maharashtra
 Mo 9588404012

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

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

SAMSUNG Acknowledgement of Service Request

Service Centre: 0006250816 -- SHRI SAMARTH COMPUTER & MOBILE
 Address: 2nd Floor, Survey No. 7374/4/3
 Ahmednagar 414001
 Contact Centre: 180040SAMSUNG
 (1800-40-7267864)
 Track Your Repair Status online: www.samsung.com/in/support



4337244139

Bill No : 4337244139 Call For Status : 9270390652 Delivery Time : 11 a.m. to 6 p.m. CSR Print Date : 26.11.2021 Time : 17:10:23

Customer Name	GANESH ADHAV	Request Date	24.11.2021 16:55:21
Address	414001 AHMEDNAGAR SATRANGI MADA STATION RDAHMEDNAGAR Maharashtra 27-Maharashtra IN		
Appointment Date	24.11.2021 (16:48:09)	Engineer	SUDHIR GHODKE
Telephone	[Home]8600516134[Office]8600516134[Mobile]9309908453	Fax No.	
Model Name	SM-M526BZKIINU	Purchase Date	19.11.2021
Serial No. (CRT/ESN/IMEI)	RFCR920DT9B (*****0815055)	Service Type	Return Handling
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 Received		Repair Completed	26.11.2021
Goods Delivered		Return by / Date	
Defect Description	SOMETIME LINE ON BACK CAMERA	B2B SVC	N
Accessory	HANDSET AND ALL ACCESSORIES PR		
Remark	HARDWARE PROBLEM ISSUED DOA CERTIFICATE		
Repair Description	HARDWARE PROBLEM ISSUED DOA CERTIFICATE		
Condition Code	1	Symptom Code	T43
		Defect Code	Q
		Repair Code	RP

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

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 ☐

Ganesh Adhav G.M.

Signature of Customer & Collection Date

Received by:

ASHWINI1212 on 24.11.2021 16:55:21

Delivered by:

For Service Center