

vivo

Replacement Certificate (Customer copy)

NO: DOINMH01006211150002



State company name: Joinmay Mumbai Electronics Private Limited
Report time: 03:32 PM 15-11-2021
Delivery date and time: 03:54 PM 15-11-2021

Service center information

Address: 308, Gajawala Lane, Chamunda Cir, Borivali West, Mumbai, Maharashtra 400092
Contact No.: 7304433599
Working hours: 10:00 AM - 06:30 PM

Send for repair details

Customer: AMOL KASAR
Sent type: Sent by dealer

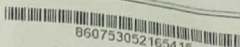
Contact No.: 9987878873
Dealer info: S S MOBILE 7715977187

Alternate No.:
Sender info: SHASHIKANT 7715977187

Product, fault information

Product info: Y21(4+128G) Midnight Blue 4G+128G
Purchase date: 31-10-2021
Backup info: Can't take backup

IMEI: 860753052165415
Repair type: Warranty repair
Accessory:

Barcode: 
Appearance: scratches on handset
Lock password:

Fault information: REAR CAMERA NOT WORKING

Inspection result:

Replacement information

Replacement channel: Dealer

Dealer info: S S MOBILE 7715977187

IMEI number of new handset:

Replacement date:

New handset:

Remarks: ISSUE FOUND REAR CAMERA NOT WORKING HANDSET TYPE IS DAP AS PER APPROVAL CN GIVEN TO CUSTOMER

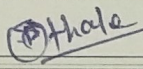
Parts Information

Part type	Part code	Part name	Quantity
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Instruction for customer

Advisory

1. If you required to go to the retailer/dealer's store for replacement, please visit to the retailer/dealer's store for replacement within 3 days after receiving this receipt. If it exceeds 3 days, this order will become invalid.
2. After service center issue this replacement certificate, please take care for the handset which need to be replaced. If handset damaged like liquid damage or physical damage, or self-repairs or self-damaged etc reasons, retailer/dealer has the right to refuse to give replacement.
3. Before you leave the service center/dealer shop, please confirm whether the replaced mobile phone/accessories are complete, and the functions are working.
4. By this you understand and agree that our company needs to use your personal data, such as your name, phone number, IMEI number etc., to provide after-sales service, for maintaining customer information, customer satisfaction survey and product improvement analysis, etc., our company Strictly complies with applicable data protection laws to ensure that your personal data is protected. For more details, please refer to the "vivo After-sales Service Privacy Policy" (<https://www.vivo.com/in/about-vivo/privacy-policy>), signing this document means that you have read and agreed to the mentioned terms.

Customer Signature: 

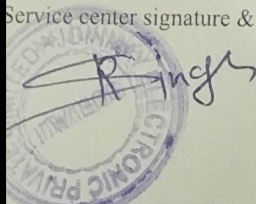
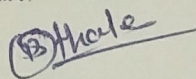
V reminder

We believe in continuous learning & improving, for any feedback & suggestions please feel free to contact us via Facebook, Website, Email or Customer care.

Facebook: @vivoindia
Website: www.vivo.com
Email: vcare@vivo.com
Customer Care: 1800-102-3388 & 1800-208-3388

Service center signature & Stamp:

Customer signature:



DOA Certificate

Customer Name : AMOL KASAR
Job Sheet No. : D0INMH010062111150002
DOA Date : 15/11/2021
Model : Y21
Service Center : BORIVALI SVC

Contact NO: 9987878873

IMEI1 No. : 860753052165145
IMEI2 No. : 860753052165407
Color : MIDNIGHT BLUE
Contact No : 0224-0141638

Accessories Replacement List

- ☐ Full box with all accessories,
• Only return the <DOA Certificate> to service center.
- ☐ Not Full Box
• Please replace the handset & below accessories, total quantity __, for customer,
☐ Charger ☐ USB Wire ☐ Earphone
☐ Warranty Card ☐ Pin & Back Cover ☐ Color Box
• Other accessories please return to service center with DOA certificate.

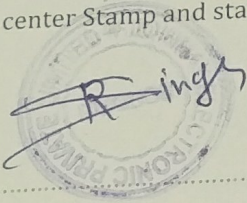
DOA Declaration From Service Center

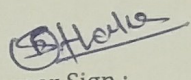
1. We hereby certify that the DOA Certificate provided by Mr. AJAY engineer of Joinmay Electronic Private Limited .
2. All Supporting Documents are keeping in records by service center; bad handset keep in service center only.
3. When distributor return them to service center, must with valid proof of customer ID and distributor Sign/Stamp.

Dear Customer: This DOA certificate is Valid for 2 days from the date of approval. Kindly get your handset replaced from distributor Provide by us.

Dear Distributor: Please replace for customer and return the DOA certificate to service center within 10 days.

Service center Stamp and staff Sign :




Customer Sign :

Replacement in Distributor

Replace Date: _____

IMEI 1 No.: _____

New Model (color): _____

IMEI2 No.: _____

Distributor Stamp and staff Sign:

Customer Sign