

Dear NMS/SRINIR/ajayes

Sanction No. SS4/W/101652 dated 16/12/2022 has been generated in reference to Service order No. 365950 dated 12/12/2022.

Area : SS4 COIMBATORE

Model : 52141601SD00241/WT EON AUDRA 620 PDNMP CO BR

Replacement Product Code : 52141601SD00241 WT EON AUDRA 620 PDNMP CO BR

Product Category : WASHING MACHINE

Defective Product Code : 52141601SD00241 WT EON AUDRA 620 PDNMP CO BR

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 221000241FW01380

Invoice No : 11004653

Invoice Date : 12/12/2022

DOP : 12/12/2022

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Damaged

Damage Happened During : Transit from Mfg Plant / Bhiwandi to Branch

Damaged Part(Only For Appl) : Cabinet

Accountable By : Transporter

Estimate Cost To Repair : Spares Rs. 1000 Labour Rs. 200 (Includes gas charging, if any)

Nature Of Problem : Customer\_Expectations\_-\_Not\_allowing\_Repairs

Job Code Desc : CABINET#CABINET - PAINT SCRATCHED#APPLIANCE TO BE REPLACED

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : KAVITHA KAVITHA

Address : KAVITHA KAVITHA NO.1/66 KOLANKONDAI NAMAKKAL

City: Kolankondai B.O

Telephone Number : 8012099228

Mobile Number : 8012099228

Observation text: CUSTOMER CASE DAMAGED CASE CABINET TOP DAMAGE AND CUSTOMER ESCALATING AND WANT REPLACEMENT ONLY PLEASE APPROVE THE SAME SIR

Approval remark: CABINET DAMAGED -TRANSIT/HANDLING DAMAGES. CUSTOMER ESCALATION CASE.

Sanction text: Approved as a special case

Kindly take necessary action.

SRINIR

Note to commercial team -

- In case of any deviation ( to actual machine ) to above details , than above sanction no. stands void.

- If any alteration required in above details than this document needs to be regenerated ( pdf format ) through smartnet system. Contact respective service executive.