

Dear NMS/SRINIR/ajayes

Sanction No. SS4/R/107347 dated 11/05/2023 has been generated in reference to Service order No. 410491 dated 28/04/2023.

Area : SS4 COIMBATORE

Model : 52141501SD02540/RD EDGE 215B 23 TAF BR WN

Replacement Product Code : 52141501SD02540 RD EDGE 215B 23 TAF BR WN

Product Category : REFRIGERATOR

Defective Product Code : 52141501SD02540 RD EDGE 215B 23 TAF BR WN

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 220902540DR00180

Invoice No : 11109666

Invoice Date : 25/09/2022

DOP : 25/09/2022

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Damaged

Damage Happened During : Dealer / Retailer to Customer

Damaged Part(Only For Appl) : Cabinet,

Accountable By : Dealer

Estimate Cost To Repair : Spares Rs. 3500 Labour Rs. 100 (Includes gas charging, if any)

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

Job Code Desc : CABINET#PLASTIC LINER - CRACKED#APPLIANCE TO BE REPLACED

PRA submitted by : AVUDAIAPPAN S

Customer / Dealer Code : 40000E

Customer / Dealer Name : SIVAMURUGAN SIVAMURUGAN

Address : SIVAMURUGAN SIVAMURUGAN VAIKALMEDU POLLACHI-805688714 6 KANJAMPAT

TI\_x000D\_-642001 \_x000D\_IN

City: Pollachi H O

Telephone Number : 9942824079

Mobile Number : 9942824079

Observation text: PDP CRACKED, PLASTIC LINER DAMAGED CUSTOMER WANTS REPLACEMENT DOP 25.09.2022 FG REPLACEMENT - DISCUSSED WITH TRAINER

Approval remark: PDP DEFECT- CUST CASE.

Sanction text: PDP crack in the machine

Kindly take necessary action.

GIRISHAM

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.