

Dear NMS/SRINIR/ajayes

Sanction No. SS4/R/107706 dated 29/07/2023 has been generated in reference to Service order No. 439649 dated 24/07/2023.

Area : SS4 COIMBATORE

Model : 52141501SD02803/RD EDGEPRO 225C TDF ZN BL

Replacement Product Code : 52141501SD02803 RD EDGEPRO 225C TDF ZN BL

Product Category : REFRIGERATOR

Defective Product Code : 52141501SD02803 RD EDGEPRO 225C TDF ZN BL

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230402803DR00241

Invoice No : 11126482

Invoice Date : 29/04/2023

DOP : 29/04/2023

DEALER / CUSTOMER : DEALER

Damage/Defective : Damaged

Damage Happened During : Transit from Branch to Dealer / Distributor / Cust

Damaged Part(Only For Appl) : SidePanel

Accountable By : Transporter

Estimate Cost To Repair : Spares Rs. 600 Labour Rs. 300 (Includes gas charging , if any)

Nature Of Problem : Dealer_Expectations_-_Not_allowing_Repairs

Job Code Desc : CABINET#CABINET - DAMAGED/DENTS & SCRATCHES - SIDE PANEL DENT# APPLIANCE TO BE REPLACED

PRA submitted by : Marudhudurai R

Customer / Dealer Code : 40000E

Customer / Dealer Name : HEPTAGON ELECTRONICS AND APPLIANCES PVT LTD

Address : HEPTAGON ELECTRONICS AND APPLIANCES PVT LTD NO 6 AVINASH NAGAR SOUTHERN, PART CHETTI MANDABAM BYPASS, KUMBakonam, THANJAVUR

City: Kumbakonam H O

Telephone Number : 9344028631

Mobile Number : 7708517083

Observation text: Side panel Dent-Distributor case Distributor not allowing repairs Appliance to be replaced

Approval remark: SIDE PANEL DENT-TRANSIT/HANDLING DAMAGES. DISTRIBUTOR CASE.

Sanction text: Dealer damaged policy case

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.