

Dear NMS/SRINIR/ajayes

Sanction No. SS4/R/107875 dated 14/09/2023 has been generated in reference to Service order No. 322004 dated 29/08/2023.

Area : SS4 COIMBATORE

Model : 52141501SD02806/RD EDGEPRO 225C TAF MN BL

Replacement Product Code : 52141501SD02806 RD EDGEPRO 225C TAF MN BL

Product Category : REFRIGERATOR

Defective Product Code : 52141501SD02806 RD EDGEPRO 225C TAF MN BL

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230402806DR00267

Invoice No : 11132236

Invoice Date : 30/07/2023

DOP : 30/07/2023

DEALER / CUSTOMER : DEALER

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 : Dealer_Expectations_-_Not_allowing_Repairs

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

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : SHARPTRONICS SHARPTRONICS

Address : SHARPTRONICS SHARPTRONICS NO;21/B,NETAJI BAI BYPASS ROAD,DHARMAPURI DST

City: DHARMAPURI H O

Telephone Number : 2269676

Mobile Number : 7397544336

Observation text: DAMAGED CASE,DEALER STOCKSET COMPLAINT.CABINET BOTTOM DENT AND DAMAGED & DEALER EXPECTING RC AND STOCK AVAILABLE FOR RC & SRN DONE.

Approval remark: CABINET DAMAGED FROM THE BASE-TRANSIT/HANDLING DAMAGES.

LEG BUCKLING CASE-ESCALATED CASES

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.