

Dear NMS/SRINIR/ajayes

Sanction No. SS4/W/101967 dated 18/12/2023 has been generated in reference to Service order No. 356979 dated 11/12/2023.

Area : SS4 COIMBATORE

Model : 52141601SD00360/WTEON ADR 70 5.0 FDTN GPGR

Replacement Product Code : 52141601SD00360 WTEON ADR 70 5.0 FDTN GPGR

Product Category : WASHING MACHINE

Defective Product Code : 52141601SD00360 WTEON ADR 70 5.0 FDTN GPGR

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230700360FW02365

Invoice No : 11096276

Invoice Date : 10/12/2023

DOP : 10/12/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Damaged

Damage Happened During : Dealer / Retailer to Customer

Damaged Part(Only For Appl) : Cabinet,TopLidOrCover

Accountable By : Dealer

Estimate Cost To Repair : Spares Rs. 5000 Labour Rs. 500 (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 : Kumaraselvan R

Customer / Dealer Code : 40000E

Customer / Dealer Name : GRECY GRECY

Address : GRECY GRECY INDHRA COLONY ,OSAKADAI , MADURAI

City: Othakadai

Telephone Number : 9994980804

Mobile Number : 9994980804

Observation text: Cabinet damaged, Customer not allowing to repair Pls approval replacement from FG, Stk avl Cust DOP:10.12.23

Approval remark: CABINET DAMAGED-CUST CASE-DOP 10/12/23.

Sanction text: cabinet damaged in the machine

Kindly take necessary action.

ADHI

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.