

Dear KHANGAN/ADHI/ajayes

Sanction No. SS4/W/102146 dated 12/03/2024 has been generated in reference to Service order No. 385718 dated 06/03/2024.

Area : SS4 COIMBATORE

Model : 52141601SD00284/WTEON ALR 70 5.0 FISNS GPGR

Replacement Product Code : 52141601SD00284 WTEON ALR 70 5.0 FISNS GPGR

Product Category : WASHING MACHINE

Defective Product Code : 52141601SD00284 WTEON ALR 70 5.0 FISNS GPGR

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230100284FW00336

Invoice No : 11131935

Invoice Date : 24/01/2024

DOP : 24/01/2024

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Damaged

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

Damaged Part(Only For Appl) : Cabinet

Accountable By : Transporter

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

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

Job Code Desc : WATER LEAKAGE#OUTSIDE CABINET#APPLIANCE TO BE REPLACED

PRA submitted by : Marudhudurai R

Customer / Dealer Code : 40000E

Customer / Dealer Name : HARIHARAN HARIHARAN

Address : HARIHARAN HARIHARAN NO:2/273 THAMIRABARANI STREET 3RD STREET AMM ACHATHIRAM

City: Kombakonam

Telephone Number : 9894284099

Mobile Number : 7397783613

Observation text: Drum bottom damaged-24-1-24 Customer not allowing to repair Appliance to be replaced

Approval remark: DRUM DAMAGED-CUST CASE- NEW MACHINE CUST NOT ACCEPTING REPAIR.

Sanction text: Drum 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.