

Dear KHANGAN/NANDHINIS.LO/ajayes

Sanction No. SS4/R/110750 dated 14/12/2024 has been generated in reference to Service order No. 345887 dated 03/12/2024.

Area : SS4 COIMBATORE

Model : 52141501SD03184/RD EDGEPRO 240C TDF MN WN

Replacement Product Code : 52141501SD03184 RD EDGEPRO 240C TDF MN WN

Product Category : REFRIGERATOR

Defective Product Code : 52141501SD03184 RD EDGEPRO 240C TDF MN WN

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 240503184DR00162ZR

Invoice No : 11148746

Invoice Date : 13/10/2024

DOP : 13/10/2024

DEALER / CUSTOMER : CUSTOMER

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 : Customer_Expectations_-_Not_allowing_Repairs

Job Code Desc : CABINET#COMPRESSOR PLASTIC BASE DAMAGE#APPLIANCE TO BE REPLACED

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : MUHAMMAD RAFIQ MUHAMMAD RAFIQ

Address : MUHAMMAD RAFIQ MUHAMMAD RAFIQ ALWAR THOPPU, PALAKKARAI,

City: Puthur S.O

Telephone Number : 8668046155

Mobile Number : 9150006857

Observation text: CUSTOMER CASE-BOTTOM BASE BROKEN. CUSTOMER EXPECTING REPLACEMENT ONLY. PLEASE APPROVE THE SAME SIR. CUSTOMER PURCHASED THROUGH ECOM

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

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.