

Dear KHANGAN/NANDHINIS.LO/ajayes

Sanction No. SS4/R/110961 dated 04/02/2025 has been generated in reference to Service order No. 362112 dated 27/01/2025.

Area : SS4 COIMBATORE

Model : 52141501SD02869/RD EMARVEL 207C THF AT BL

Replacement Product Code : 52141501SD02869 RD EMARVEL 207C THF AT BL

Product Category : REFRIGERATOR

Defective Product Code : 52141501SD02869 RD EMARVEL 207C THF AT BL

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 231102869DR00995

Invoice No : 2201258730018

Invoice Date : 22/01/2025

DOP : 22/01/2025

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Damaged

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

Damaged Part(Only For Appl) : FDoor

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 : FREEZER DOOR#DOOR - DAMAGED/DENTS & SCRATCHES#APPLIANCE TO BE REPLACED

PRA submitted by : KAMAL T

Customer / Dealer Code : 40000E

Customer / Dealer Name : MEENAKSTHI MEENAKSTHI

Address : MEENAKSTHI MEENAKSTHI NO 84 C KALIYAMMAN KOVIL STREE

City: Madakkulam B.O

Telephone Number : 8754197538

Mobile Number : 8754197538

Observation text: FREEZER DENT, DAMAGED & SCRATCHES. CUSTOMER NOT ALLOWING REPAIR, SR.NO & BILL IMG ATT CUST DOP : 22/01/25. KINDLY APPROVE.

Approval remark: freezer door -small chip off. CUST NOT ACCEPTING REPAIR- NEW MACHINE

Sanction text: approved as a special case

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.