

Dear KHANGAN/NANDHINIS.LO/ajayes

Sanction No. SS4/R/111125 dated 18/03/2025 has been generated in reference to Service order No. 374138 dated 14/03/2025.

Area : SS4 COIMBATORE

Model : 52141501SD03331/RD ERIOPLS 205B THF SE WN

Replacement Product Code : 52141501SD03331 RD ERIOPLS 205B THF SE WN

Product Category : REFRIGERATOR

Defective Product Code : 52141501SD03331 RD ERIOPLS 205B THF SE WN

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 240603331DR03035

Invoice No : 11149887

Invoice Date : 06/02/2025

DOP : 06/02/2025

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#CABINET - DAMAGED/DENTS & SCRATCHES - SIDE PANEL DENT#  
APPLIANCE TO BE REPLACED

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : MUHAMADH SAMEERA

Address : MUHAMADH SAMEERA N0214 KAJAMALAI COLONY TIRUCHIRAPALLY

City: Khajanagar

Telephone Number : 6380458714

Mobile Number : 8825664732

Observation text: DAMAGED CASE -DEALER DONT HAVE STOCK TO REPLACE TO CUSTOMER & HENCE DELAY. CABINET BOTTOM SIDE DENT AND DAMAGED.APPROVE THIS CUSTOMER CASE SIR

Approval remark: CABINET DENT-TRANSIT/HANDLING DAMAGES.

VASANTH & CO CAS

E- cust escalation

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.