

Samsung A4 Printer DOA Policy

DOA Criteria :

- DOA Policy is applicable for 30 days from the customer invoice date and unit which is not repairable / customer not agreed for repair [Incase customer says no to repair]
- DOA Policy is applicable for products sold by Authorized Samsung sales dealer in India.
- THIS DOA POLICY DOES NOT COVER: malfunction, defect, failure, or damage (i) caused by or resulting from impact, **mishandling**, tampering, or use contrary to the applicable instruction manual; (ii) arising from ordinary wear and tear, wind, fires, storm, earthquake, incorrect power line voltage, inadequate or improper lighting, adverse weather conditions or other acts of God or nature, your or operators abuse or neglect, misuse, accident or mishap; (iii) arising from **shipping**; (iv) arising from work, repairs or alterations performed by others than Samsung authorized service engineer; (v) routine cleaning, normal cosmetic and mechanical wear and tear.

Revised process for handling DOA cases related to Printer(A4) product

only :

Step 1 : Customer will register call at CCC hotline for defect

Step 2 : SVC engineer will visit identify the problem, if could be resolved on spot shall do.

Step 3 : If defect is within 30 days of purchase, product is not repairable or customer insisting for exchange, TR (technical report) will be prepared and sent to branch coordinator / Printer Enterprise Service Manager (ESM)

The engineer will also collect a copy of the following documents from the customer :

1. Configuration sheet(if customer has started using Printer)
2. Any print from the printer (if possible)
3. Customer ID (Photocopy signed by customer)
4. Proof of purchase(a copy of the original purchase receipt)

Step 4: Engineer to educate user on process to follow, also issue the Technical Report and Customer Service Report.

Step 5 : The customer will then get the unit exchanged from the dealer handing him over the following :

1. Defective unit
2. Technical report (copy)
3. Configuration sheet(if started using Printer)
4. Any print from the printer (if possible)
5. Customer ID(copy)
6. Proof of purchase (original)

Step 6 : Dealer to secure LOS(Letter of satisfaction) from customer and share same with respective service Partner to claim the new unit.

Step 7 : Branch coordinator / ESM will raise RFA for exchange through dealer which will be approved by Part leader- Enterprise Business and Part Leader- ENR.

Step 8 : Branch/ESM will forward the RFA to svc centre. Svc center will raise SAW(approval) with all the attachments as mentioned above and copy of RFA (exchange through dealer & LOS)

Step 9 : The respective svc centre will then exchange the dealer set based on RFA and collect the defective unit along with LOS. Svc centre will send the defective to SIEL warehouse. Please note the Printer shall only be exchanged to the partner, for whom Customer has produced the Original Invoice for. For Example There is a DOA case in a D Class City [Bareilly in Uttar Pradesh], Customer bought machine from a local deal in Bareilly. Our Engineer will replacement to the Bareilly dealer and it should not happen that The Tier 3 [Bareilly] sends back machine to Nearest RD [Kanpur]. As new machine will not be reimbursed to any RD but only Whosoever Customer invoice represents.

If customer reponse time crosses more than 4 days , please contact the below person

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