

Service Centre: 0000366907 - FAIR SOLUTIONS LTD.  
 Address: Shatabdi Maque Tar | Br. 586/3,  
 Begun Rokeya Sharan, Sheharpara, 061216  
 Call Centre: 09612300300, 06000300300 (Toll Free)  
 Email: feedback.bd@samsung.com

# SAMSUNG Acknowledgement of Service Request

Bill No: 4313447167 Call For Status: 09612300300 & 06000300300 (Toll free) Delivery Time: 10:30 a.m. to 5:30 p.m.

Customer Name	Md Amirul Islam	Request Date	11.03.2020 13:19:44
Address	Mirpur Mirpur (Dhaka) Mirpur Bangladesh (General) BT)	Customer No.	
Appointment Date	11.03.2020 (13:11:43)	Fax No.	
Telephone	[Home]1713401125[Office]1713401125[Mobile]1736692943	Purchase Date	12.15.2017
Model Name	SM-J730F73HBNQ	Service Type	Carry In
Serial No. (CRT/ESN/IMEI)	RFSJANYS0BN (*****0381340)	Warranty Status	<input checked="" type="checkbox"/> Full Warranty <input type="checkbox"/> Labor Only <input type="checkbox"/> Parts Only <input type="checkbox"/> Out of Warranty
Repair Received		Repair Completed	
Goods Delivered		Return by / Date	
Defect Description	Display broken+Sometimes vibration problem+Crack PBA	B2B SVC	N
Accessory	Inner Battery(Dead & data not taken)		
Remark	Bill=7200 taka, if need more info plz call customer		
Repair Description			
Condition Code	Symptom Code	Defect Code	Repair Code

### Terms & Conditions

- In warranty repair will be carried out subject to warranty validation by Service Centre Staff. For warranty validation, customer is required to carry valid Warranty Card / Proof of Purchase and it is to be produced at the time of submitting the Product, else warranty service will not be provided.
- The Customer is requested to collect the Product within 3 days from the date of receiving confirmation on the completion of the repair from the service centre. In case the Customer does not claim the Product within the said period of 3 days, Samsung or its authorized service centre shall not be liable for any loss or damage to the Product, and/or any consequential losses or damages arising out of such a loss or damage. Samsung shall have the right to scrap the said Product or dispose it of in any manner without any notice to the Customer, and without incurring any liability whatsoever, towards the Customer or anyone else.
- For Out-warranty repairs, estimate pre-approval will not be taken from customer if estimated repair amount is less than BDT 5000. If estimated repair amount is more than BDT 5000, then repair will be carried out after necessary approval/advance payment.
- To enquire the status of repair, customer should contact at number(s) mentioned above with Claim No. (Bill No. mentioned above) and date of submission of Product.
- The Product has been accepted for service subject to internal verification. If Product is found to be tampered, misused, components removed, cracked or liquid logged, the same will not be considered under warranty. In such a case customer will have to pay for the repair services or the Product will be returned without repairs.
- Customer should disable the STD/SD service and remove SIM/Memory card before giving the set for service/repairs. Service Centre will not be responsible of any claims from customers on bill from mobile service provider.
- This receipt should be produced at the time of collecting the Product. No deliveries will be made if this receipt is lost. In the event of loss of receipt, customer should submit request along with an indemnity bond to the Service Centre to obtain the set.
- The customer should himself ensure proper backup of all the data stored on the handset. The customer agrees that Samsung or its associates shall not be held responsible or liable for any data loss on the Product in question.
- The customer undertakes and agrees that the information provided by him is true and correct; Samsung can use the same for the purpose of follow up and taking feedback on the services by any means including voice, text etc.

We have read and understood all the above terms and conditions, and accept the same and authorize ASC to proceed with the repairs.

*[Signature]*  
 Signature of Customer



Received by:  
*[Signature]*  
 For Samsung Customer Service

### COLLECTION OF PRODUCT

I certify that above job has been done to my satisfaction

Signature of Customer/Collection Date

Delivered by:  
 For Samsung Customer Service  
 For Customer





# Made with Scanner for Me

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multi-paged PDF documents

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