



S45  
130ml  
waterless

SERVICE JOBSHEET

Care Centre Copy  
Date: 21-12-2020  
Time: 13:59:07

Jobsheet Number : 526465550/201221/005

Care Centre Details

EPCOT DOWNTOWN VENTURES PRIVATE LIMITED [526\_465550]

3RD FLOOR # 303 APURUPA KUSHI, BESIDE POLICE STATION, OPP BENZ SHOWROOM, KAVURI HILLS, MADHAPUR, HYDERABAD  
HYDERABAD, TELANGANA 500081

Care : 526\_465550  
Centre Code  
Contact: 9989922126 , 9886444950  
Number  
E-mail : EPCOT\_MADHAPUR@FLEXCARE.IN

Customer Details

Customer Name : B VENKAT VARUN  
Customer Address : PLOT NO 101 CONCRETE METODY CHANDA NAGAR HYDERABAD HYDERABAD TELANGANA 500050  
Contact Number : 8919375882  
Alternate Contact Number : 9392267890  
Customer Type : End Customer  
Product Submitted By : VENKAT  
E-mail : VVARUNB@GMAIL.COM

Product Details

Model Name : NOKIA 5.1PLUS TA1102 DS 332 IN BLU RSMI  
IMEI/Serial No. : 356928093868232  
Product Warranty : Under Warranty  
Service Coverage : NO  
Received Items : TRANSCEIVER  
Loaner Model : NA  
Approx Estimate : NA  
Product Condition : OK  
Product Code : 22PDAL20013  
Parent IMEI/Serial No. : NA  
Warranty Type : SWID  
Warranty Denial Reason : Liquid Damage  
Brand Name : HMD NOKIA[HMD]  
Loaner IMEI/Serial No. : NA  
Advance Amount : NA  
Target Delivery Date : 21-12-2020

\* Subject to technical verification for liquid logged, physical damage, unauthorized repair and handset tampering

Problem Details

Major Section : 15 CHARGING-BATTERY  
Sections : 15 CHARGING-BATTERY  
Repeat Repair :  
Old S/W Version : NA  
Remarks/Comments : charging port not working  
Major Symptom : 5421 Charging: Not working  
Symptoms : 5421 Charging: Not working  
VID : NA  
New S/W Version : NA

CCO Signature & Care Centre Stamp

Customer Signature on Receipt

Customer Signature on Delivery

Do you allow flex to use personal information submitted in the Jobsheet to contact you for Tips & tricks or feedback on products & services? (NO) I am satisfied with the job carried out on my product. I have checked the product and it is working to my satisfaction.

- "You can now enjoy new features on your Phone by updating the latest software through "Over the Air".



Your old Phone is Amazing! Recycle it. Drop your old phones or accessories at any of our care center."

Terms & Conditions

- Original Proof of Purchase (Invoice Copy) must be provided to claim warranty.
- Collect invoice / bill Copy for Out of warranty paid cases, diagnosis charges and obligated to pay the same.
- Ensure data backup and removal of any confidential proprietary or personal information before submitting the device. Also, Customer authorize Flex to access the data of my device if the same is required to render the Services."
- Remove Sim cards , memory cards , Sim Tray , & Pouches before submitting the device.
- Warranty is not applicable for customer induce defects , like water logged & physical damages . In such cases, customer is required to pay diagnosis charges as mentioned in the invoice. This is applicable when the estimation is rejected by customer for RWR (Return Without Repair ) cases.
- For any customer induced defects , all parts during the repair will be charged as per Out of Warranty policy. Defective Light Swap unit cannot be returned to the End Customer even if the Repair is paid for.
- Original service report must be presented at the time of collection of device , Failing which Flex reserves the right to retain the product till the same is provided.Flex may at its sole discretion consider alternative models to verify the authenticity of customers and choose to deliver the product after verifying the credentials of customer.
- In case of chargeable repairs , an estimated tentative cost is derived based on initial customer input ,actual cost of the repair will be informed to the customer after detailed diagnosis. Service centre will collect minimum 50% of the total estimated value( if the value is >INR 500) as advance to accept the device for repairs. If the estimated value is < INR 500 then ASP will collect 100% advance
- In case of exception, refund amount of the advance payment will be processed within 7 working days after deducting the applicable diagnosis and other charges.
- During the Course of repair , if Flex come across with any additional parts required to repair , then the fresh estimation will be sent to the customer. Customer approval with 100% advance payment of the balance is essential to complete the repair. If the customer requests the device to be returned without repair , same will be accepted only if the Flex diagnosis charges are paid. The charges for repair diagnosis vary for each product based on complexity.
- Flex consider the Customer Information Form as an Authorization to send SMS alerts for repair status of the device to the contacts numbers provided.
- The defective parts replaced under one year limited warranty will be returned to the Brand.
- All efforts will be made to ensure that the product is repaired on best efforts basis from the date acceptance of repairs . However , if the repair is complex to resolve or if there is any constraint of spares availability , the repair Turnaround time may take longer than the indicated time . Flex will not be responsible for any loss due to this delay . And if the spares is not available with Flex then the product will be returned to the customer without any repair specific to Out of warranty repairs . In such case diagnosis charges is still applicable for chargeable repair.
- As an the Brand Authorized service Provider , Flex does not support any modification , which is not authorized by the Brand.
- On acceptance of the product for repair , if we come across any unauthorized modification while trouble shooting where the same is tampered / abused internally or if the components are missing internally , then all such devices returned to the customer without any repair . Flex will not be held responsible for any such occurrences.
- All repair products should be collected within 15 days from the date of intimation from Flex thru mail / call / SMS . If the product is not collected by customer within 90 days from the date of intimation , the same will be considered as unclaimed device will become the property of Flex. For which no further claims shall be entertained Flex or the Brand will not be responsible / accountable for returning the product.
- In case of replacement for device , Only original device will be replaced ( Screen Guard , Sleeve , stickers or any such cosmetic modification to the original device will not be