



Rescue mobiles-CTG

Address: No 565-A first floor kamaraj salai, Near Rajiv Gandhi statue
(opp SBI in touch), Pakkamudayanpet, Puducherry.
Contact us: 04134208565/6383115377
Email id: rescuemobilespondy@gmail.com

* Scan the QR Code
to check repair status

No: SOIN0761862309190003



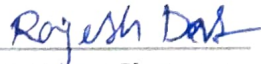
User Name	MR RAJESH DAS	Telephone	9498895375 / 8420324156
Address	Subramaniya bharathi hostel, pondichery university, kalapet, pondy	Email id	
Product Model	XT2143-1	IMEI	IMEI1: 354516830805799  IMEI2: 354516830805807
Carry-in Time	2023-09-19 18:10:47	Warranty Status	Out Of Warranty
Customer Identity	Self	Loaner IMEI	
Customer Complain Code: C0019-Power On/Off Issues, C0028-Charging/Battery Issue			
Service Notes: 1). yesterday customer faced the problem, 2). not charging, dead, data's important, 3). all time the problem reproduced, 4). yesterday customer saw the complaint last			
Appearance Status: scratches only		Accessories:	
DOA/DAP Criteria	Y ☐ N ☒ R	Customer Induced Damage	☐ Y ☒ N
Extended Warranty	Y ☐ N ☒	Accidental Damage Protection	☐ Y ☒ N

TERMS AND CONDITIONS OF SERVICES

Rescue mobiles-CTG, a certified Motorola Authorized Service Center agree to provide the services as per the terms and conditions set out hereinafter and/or provided under the applicable Manufacturer's Limited Warranty (MLW) published by Motorola.

- Motorola Service Center shall not be responsible for any data stored in the Product deposited for services. The customer shall be deemed to have already taken back-up of the data stored in the product.
- Motorola Service Centre will not be held responsible if the screen protector on the handset is removed during the repair process.
- Product will not be accepted for any service procedures without signatures of customer on the job sheet.
- Product shall be returned by Motorola Authorized Service Center after Service procedures on submission of duly signed Customer copy of job sheet in original with receipt signatures of the customer.
- Customer shall be deemed to have ensured that Motorola Authorized Service Center has filled the Job sheet before product is accepted for service procedures.
- Product is being deposited by the customer with clear understanding that customer's eligibility for In warranty repairs for the reported faults shall be subject to a requisite technical verification (not necessarily in presence of the customer) for liquid/physical damage and tempering of the product/unauthorized repairs which will render the product excluded from benefits of MLW. Also service centre, is authorized to demand for proof of purchase to validate warranty of the device.
- Services carried out by Motorola Service Center on non-warranty products are warranted for 30 days from the date of handing over the product after successful services. However, this warranty is not valid for liquid/physical damage and tempering of Product/unauthorized repairs, which will render the Product excluded from benefits of MLW.
- The charges for labor and spares used for non-warranty Services shall be as per the applicable Price list recommended by Motorola. The Motorola Authorized Service Center at his discretion shall be at liberty to charge prices lower than the Motorola recommended prices.
- The estimates given at the time of acceptance of the Products for Services are provisional and may vary at the time of detailed inspection.
- In the event the final estimate is not approved by the customer within 7 days, the customer will be expected to collect the product in "as is condition" and Motorola Service Center will not be responsible for the same whatsoever.
- Motorola Service Center shall make all efforts to ensure that Product is repaired within (10) days from the date of the receipt of faulty product. At times however, due to non-availability/ shortage of critical spare parts or complicated fault, the repair turnaround time may take longer than the indicated time for delivery in the Job sheet. Motorola Service Center will not be responsible for any loss/losses whatsoever in the event of the delay for such aforementioned reasons.
- The customer shall take delivery of the products within 14 days of written intimation from Motorola Service Center. This shall be regardless whether the product is repaired or not.
- In the event the delivery is not taken by customer from Motorola Service Center within 45 days from the date of written intimation by Motorola Service Center, Motorola Service Center reserves the right to auction the product to recover the repair and auction charges from the customer.
- Motorola Service Center is not liable for any delays, nonperformance, failure or non-delivery of the products due to contingencies arising from any force majeure, acts of God, storm, earthquake, accident, strikes, lockout, industrial dispute, labor trouble, transportation embargo, imminence or the existence of any state emergency, war, war like sanctions or any measure taken by government which renders it impossible or impractical for Motorola Service Center to perform supply, service or deliver the product to the customer.
- In the event of any dispute arising out of these terms and conditions, the same shall be submitted to the single arbitrator to be appointed by Motorola Authorized Service Center and the award/decision of such arbitrator shall be first and binding on both the parties.
- The above terms & conditions supersede and terminates all prior representations, discussions, undertakings, communication relating to the Services, written or oral until and unless otherwise agreed in writing by Motorola Authorized Service Center.
- The customer undertake and agrees that the information provided by him is true and correct; Motorola can use the same for the purpose of follow up and taking feedback on the services by any means including voice, text etc.
- By accepting the job sheet, it is deemed that the customer agrees to all terms and conditions mentioned in the Job Sheet.

I hereby acknowledge that I have received my Sim Card, Memory Card, Battery & Back Cover. I also agree below mentioned terms and conditions.


Customer Signature

Received by 
For Rescue mobiles-CTG
Motorola Authorised Service Centre