

DATAWIND INNOVATIONS PVT. LTD.

DOA POLICY

Objective: The Objective is to provide clear guidelines for DOA certifications and clear timelines for DOA product submission to be followed.

DOA (Dead on arrival)

Any Datawind product which has developed any hardware issue within 7 days of purchase at customer end will be termed as DOA.

DOA shall not be considered under following conditions:

- Any software related issue.
- Physical damage by customer.
- Any other damage by customer.
- Device tempered.

Contact window for all customers:

- Brand Technical support: 1860-180-0013.
- Guest login for customers: www.datawind.com → service request → customer will receive call back from brand within 48 hrs.
- Customer can also mail to brand : techsupport@datawind.com

DOA approval process :

- Customer has to call technical support number: 1860-180-0013 & register the device and issue. Customer will be issued a ticket number which is mandatory to retain while visiting to service center.
- Once confirmed from technical support call center, customer has to visit Datawind service center, share the ticket number for call registration. He has to carry defective unit including original box / invoice / accessories & copy of invoice.
- Service center will also analyze for any hardware issue or restore the device in working condition with software update , in case of hardware failure detected in device within **7 working days** from D.O.P (as mentioned above) , service center will proceed for DOA registration process.
- Then DOA certificate will be issued to customer from service center team.
- Service center team will generate 3 copies of DOA certificate :
 - 1st doa copy will be handover to customer.
 - 2nd copy will be in box.
 - 3rd copy will be retained by service center.
- After this Customer visits dealer / retailer with DOA certificate and with complete box.
- Dealer / retailer / e-com company or any other source customer purchased from will then replace defective handset after receiving of DOA certificate and original invoice.

Note:

- Retailer/dealer stock at point of sale the unit is to be replaced from stock immediately and the defective unit/s to be sent back to nearest Service Center for DOA Certificate and returned to Distributor.
- Modern Trade/Retail/E.Com & Major Accounts stock, respective store to send the stock to their warehouse.

In case customer received Broken device from courier then customer has to call technical support **within 48 hrs.** from delivery of device as well as send e-mail with snapshots of broken device & scan invoice at techsupport@datawind.com .

Rest of DOA approval process remains same as mentioned above.