



DOA POLICY

In order to protect the interests of the CAUL Mobile distributors, Service centers and customers, we are committed to offer you the best services with maximum convenience so CAUL has framed DOA policy.

The DOA standard specifies certain requirements to complete full circle DOA process which is applicable for all authorized service partner to resolve after sales DOA complain of our valuable customers.

DOA

DOA means “Defective/Dead on arrival” or otherwise **“Inoperable upon first use”** .If a Mobile Device failed to function just on arrival of the same to the end-user, or even if, the product fail to operate before it is sold to end user or when the end user finds an operative defect in the handset will be consider as DOA.

DOA policy both for the Service Center and Town Distributor- who may issue DOA basis Criteria's defined below. However Town Distributor /Dealer would need to deposit the defective **DOA** to the nearest **CAUL Mobile** Authorized Service Centre and only after through verification Service Centre will issue computerized, stamped & signed DOA certificate to Distributor/Dealer. The stamped & signed DOA certificate will be deposited to nearest CNF or Super Distributor for issue of fresh unit against defective unit deposited at **CAUL Mobile** Authorized Service Centre.

1. Service center will pack the DOA unit in DOA Polly begs provided by the company and affix the DOA seal on it.
2. NO DOA will be entertained by the company if it is without DOA certificate.
3. Distributor must have to send the Debit note against the DOA to the company.

4. Once the DOA received in the company, the service department will check the DOA handsets whether the DOA covering all DOA norms or not and check report will be shared with the concerned sales person and distributor.
5. New sealed handset will be replaced against the DOA to the Distributor. If company doesn't have same model in stock then either model replacement (with distributor consent) of same prize or credit note will be given to the distributor after approving sales higher authorities.

DOA Terms & conditions

1. The fault in unit must be reported to nearest **CAUL Mobile** Authorized Service center by customer within 14 days from the date of purchase. Customer need to produce **Original bill** for verification purpose.
2. The unit must be complete sales package with no missing handset and accessories.
3. The unit should not have any kind of water damage or tempering.
4. Customer **MUST** be able to produce and demonstrate the fault in front of **CAUL Mobile** Service center stand in person otherwise unit will considered as OK and returned to customer.
5. Any intermittent problem, which does not occur at the point of sale or service center, will not qualify for DOA.
6. The diagnosed fault must be mechanical or electrical and any cosmetic rejects will not be qualified for DOA.
7. Network related problems for example if the unit is experiencing a low signal from the operator's network etc. Will not qualify for DOA.
8. Problems arising due to low charged battery are not acceptable & will not qualify for DOA.
9. No software related problems i.e. Issues which can be simply resolved by changing or upgrading software version without opening up the complete unit will not qualify for DOA.
10. In case DOA certificate is not signed or is without Service Centre Stamp & Seal, unit will not qualify for DOA.
11. Under no circumstances Service would accept the handset violating norms of DOA

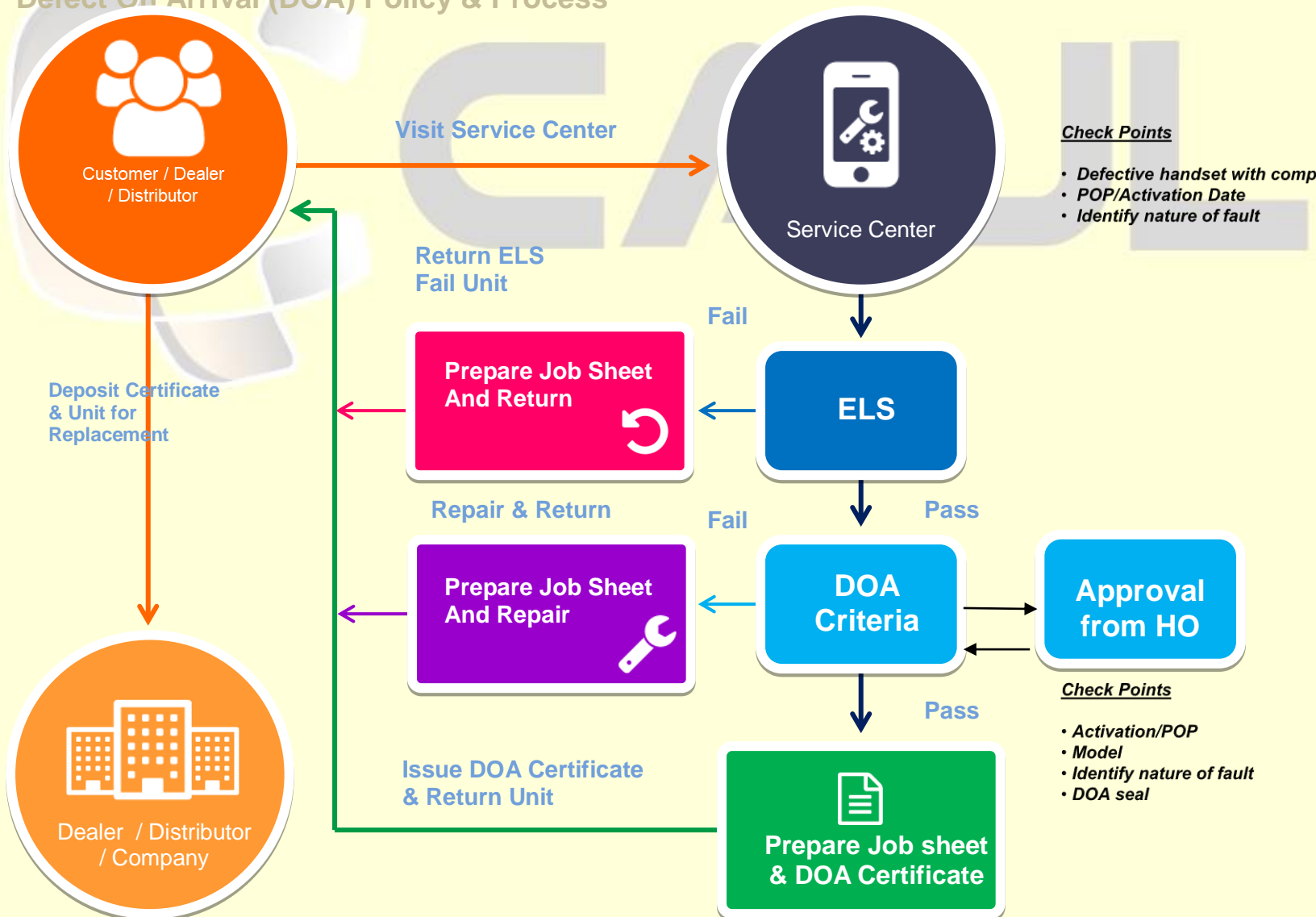
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12. CAUL mobile reserves all rights to test returned DOA, if the condition of the product is misinterpreted by any of the involved party, Caul Mobile impose handling fees/penalty and the replaced handset cost.

13. CAUL Mobiles reserves the right to modify or withdraw the policy at any point without any prior intimation; any objections/claims from third party shall not be entertained in this regard.

Customer / Dealer / Distributor Service Center

Defect On Arrival (DOA) Policy & Process



Deposit Certificate & Unit for Replacement

Return ELS Fail Unit

Prepare Job Sheet And Return

Repair & Return

Prepare Job Sheet And Repair

Issue DOA Certificate & Return Unit

Dealer / Distributor / Company

Service Center

ELS

DOA Criteria

Approval from HO

Prepare Job sheet & DOA Certificate

Our Vision Is to Be Pioneer in The Field of Service Telecom Industry In India By Providing The Complete range Of Superior Quality of Maintenance Services Through The use Of Advanced Technology and Expertise Professionals, Ensuring Early Entry into Emerging Categories and Striving to Excellence. We Believe In High Quality Prompt Services and Achieving Long Lasting Customer Satisfaction



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