



Dead-On-Arrival (DOA) Policy

(for Resellers)

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Ver. 1.1

Objective

To provide hassle free, box-pack replacement support for any brand new products found defective during installation.

What is DOA (Dead on Arrival)

Smartlink products determined to be defective at the time of installation are to be returned to Point of sale (Reseller/ Distributor) within 7 days (from the date of Invoice) by the end user. The end user will be issued a new seal-packed unit by the Reseller after verifying that it meets the DOA criteria.

Typical defects with the unit could include the device not powering ON, power on self test fail, functional failure or have some undisclosed workmanship defect with the product after it was received with factory seal intact. DOA shall also cover any physical damage found at the time of opening the box seal packed unit.

How to Claim DOA?

(A) DIGISOL- DIGITAB

- (1) End Customer calls STAC (Smartlink Technical Assistance Center) on Toll Free Number (1800-209-3444) for troubleshooting
- (2) If the problem cannot be solved and it is determined that the product is defective, a copy of the sale invoice will be requested via email (helpdesk@digisol.com) or Whatsapp (9158266668). This is to check that the fault has happened within 7 days of purchase.
- (3) After Invoice verification, the user will be granted an SLG ID (for eg. SLG10000056) to authorize the transaction. This is emailed to the user & a copy marked to you and your distributor.
- (4) **Please ensure that you receive the product & issue box pack replacement to user on the spot subject to DOA rejection criteria below.**
- (5) You will get your box pack replacement from your supply chain/ distributor by submitting the customer's defective DOA unit to him. Please quote the SLG ID to distributor for all such submissions.

NOTE:

- (i) Smartlink collect all defective DOA units directly from Regional Distributors on a regular basis.
- (ii) Please request customer for a copy of DOA email sent by us for verification purposes before issuing replacement.

DOA REJECTION CRITERIA

- ◆ Date of reporting of problem is more than 7 days from date of sale. If outside 7 days, direct him to our local service center or toll free number (1800-209-3444) for help on finding the same.
- ◆ Sub prime product condition For e.g. Scratches, Dents, Used condition.
- ◆ No original box pack. No accessories.
- ◆ Product submitted in a different box (different serial nos on box and product sticker)

(B) DIGILITE

(1) If you have a Digilite product that has gone bad inside of 7 days of purchase, please direct the customer directly to our local service center (RMA). Digilite category includes Motherboards & Powerbanks.

(2) You may check out our RMA center list at the following link:

<http://smartlink.co.in/contact-us/?slug=office-address>

or alternatively call STAC on the toll free number to know the same.

(3) A copy of the original invoice will need to be shown to the RMA center to claim DOA for Digilite products.

CHECKLIST BEFORE ISSUING REPLACEMENT TO END USER

- ✓ ORIGINAL INVOICE - not exceeding 7 days
- ✓ Original Box Pack with all accessories (There should be no Serial No mismatch)
- ✓ Prime product condition (no scratches, dents etc)
- ✓ Collect SLG ID. Customer will receive an email quoting this for an approved DOA request

WHAT TO DO IF MY CUSTOMER IS UNABLE TO CALL TOLL FREE NUMBER?

(1) If the problem related to the user's network setup or other components, then a replacement may not solve the problem.

Hence it is strongly recommended to ask the user troubleshoot his product by calling technical support to rule out any possible compatibility or third party issues pertaining to their network setups.

(2) In the rare case that your customer is not willing to call toll free, you may call us on their behalf to register an SLG number. You may alternatively email us on helpdesk@digisol.com by filling up the following information template along with a copy of the original invoice.

www.smartlink.co.in

A. YOUR PERSONAL DETAILS (NOT THE END USER'S)

(i) Your Name:

(ii) Complete Postal Address:

(iii) Pin code:

(iv) Landline Number | Mobile Number:

(v) Email Address:

B. COMPANY INFO

(i) Firm Name:

(ii) DIG Reference # (If you or the end user or reseller has called STAC and troubleshot this case with a live technician, you will have a DIG # issued to you. For e.g. DIG12345. Please mention the same here, if available):

(iii) Your Distributor Name & Number:

C. PRODUCT DETAILS

1. Product Model No:

Serial No:

Date of Purchase/ Invoice to End User (DOP):

Issue (Description in brief):

2. Product Model No:

Serial No:

Date of Purchase/ Invoice to End User (DOP):

Issue (Description in brief):

NOTE: Serial No to be noted from the white sticker on the product itself and not the box pack.

Standard warranty/ RMA service

All DOA rejection cases are usually standard RMA warranty service. However this is , at all times, subject to prima facie inspection and verification of the product and its usage for any user induced physical damages arising out of misuse etc. In which case warranty service might be refused or done on a chargeable basis. Please contact your nearest RMA center for more information on this.

Questions or Queries Helpline (STAC)



1800-209-3444



helpdesk@digisol.com



9158266668 (only for Invoice submission)



<http://smartlink.co.in/digisol/support/?slug=contact>

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