



# **Dead-On-Arrival (DOA) Policy**

## **(for Distributors)**

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Ver. 1.3

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## Objective

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

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## What is DOA (Dead on Arrival)

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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.

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## PART 1: REGISTERING DOA (DIGISOL & DIGITAB)

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(1) Call STAC (Smartlink Technical Assistance Center) on Toll Free Number (1800-209-3444) & execute troubleshooting to rectify problem. (End customer/ Reseller / Distributor can call)

(2) If the problem cannot be rectified and it is determined that the product is defective by the online technician, the case is considered for DOA. The Serial Number of the defective unit is run through a check to determine factory billing date. Additionally, a copy of the sale invoice (end customer) is requested via email ([helpdesk@digisol.com](mailto:helpdesk@digisol.com)) or Whatsapp (9158266668).

(3) Once the invoice has been verified, an SLG ID (for e.g. SLG10000056) is created to authorize the transaction.

(4) A separate SLG ID is created for every individual defective product and emailed to the caller on their submitted email ID.

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

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

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

(3) In the rare case that your customer/ reseller 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](mailto:helpdesk@digisol.com) by filling up the following information template along with a copy of the original invoice.

## A. PERSONAL DETAILS

(i) Your Name:

(ii) Complete Postal Address:

(iii) Pin code:

(iv) Landline Number | Mobile Number:

(v) Email Address:

## B. COMPANY INFO

(i) Concern/ Firm Name:

(ii) DIG Reference # (If you or the end user or reseller has called STAC and troubleshooted 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):

## C. PRODUCT DETAILS

1. Model No:

Serial No:

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

Issue (Description in brief):

2. 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.**

**For all DOA cases registered by your lower tier resellers, a copy of SLG # is shared via email with them and a copy marked to you for easier co-ordination.**

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### CHECKLIST WHEN ISSUING REPLACEMENT UNIT TO END USER OR RESELLER

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- ✓ **Original Box Pack with all accessories intact. Without box pack or accessories please reject DOA from your end**
  - ✓ **Reject any Serial No mismatch between the Box and the Product. I.e. If customer sends product in a different box. Please reject.**
  - ✓ **Prime product condition (no scratches, dents etc). If it looks used, please reject.**
  - ✓ **Maintain clear record of SLG ID, Model Number and Serial No for internal checks and better co-ordination with our team**
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## WILL I GET A REPLACEMENT OR A CREDIT NOTE

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All DOA products will be replaced with identical SKU quantity also called as FOC (Free of Cost replacement).

For all products that are EOL (End of Life), i.e products that are phased out and are no longer available with us, an equivalent or upgraded model (identical function) will be issued. Decision on which model is to be issued, will rest with Smartlink.

Credit notes will not be issued.

Decision to allot Credit Note or FOC to your partners would be yours.

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## HOW WILL I GET MY REPLACEMENT FROM SMARTLINK

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- (1) The DOA cell based out of our factory in Goa handles pickup, receipt & dispatch of DOA.
- (2) After the SLG ID is registered, DOA cell will start processing your case for pickup/ collection. This usually happens within 2-4 business days. Please ensure your co-ordinator's updated Contact info (email ID and mobile no) is available with the DOA cell
- (3) You will get an email confirming pickup schedule/ token number. Please help ensure you check your registered email regularly to stay on top.
- (4) If the products are readily available for pickup sooner at your office, please intimate us at [gac@smartlink.co.in](mailto:gac@smartlink.co.in) so we can schedule a pickup.
- (5) Once the product reaches Goa, post testing/ inspection against reported problem and product condition, replacements will be shipped back to the point of pickup.

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## WHEN WILL I GET A DOA REPLACEMENT FROM GOA?

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- (1) We engage the very best of carriers to handle pickup on a timely and reliable basis.
- (2) If your product is received in the 1<sup>st</sup> half of any week (Mon, Tues, Wed), you may expect a dispatch the same week. If received in the 2<sup>nd</sup> half (Thu, Fri, Sat), please expect a dispatch the following week.
- (3) We will request you for dispatch forms/ road permit/ waybills if required over email. Kindly request you to avail dispatch forms/ waybills for dispatch on an immediate basis so that dispatches are not held back for this reason.
- (4) If your DOA is being routed through any of our RMA centers because of your inability to help provide required IN/ OUT waybill documentation, or if you happen to submit us sizeable consignments at one go for eg 30-40 SKUs, this process will take slightly longer.

Regardless, we will do the very best we can towards getting dispatches ready ASAP at all times.

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## PART 2: REGISTERING DOA (DIGILITE)

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(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.

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### DOA REJECTION CRITERIA

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- ◆ Sub prime product condition: Scratches, Dents, Used condition.
- ◆ No original box pack. No accessories.
- ◆ Product submitted in a different box (different serial nos on box and product sticker)

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### Standard warranty/ RMA service

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All DOA rejection cases are usually offered 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.

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### Helpline (STAC) (REGISTRATION/ APPROVAL)

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1800-209-3444



[helpdesk@digisol.com](mailto:helpdesk@digisol.com)



9158266668 (only for Invoice submission)

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**DOA CELL CONTACT (SHIPMENT/ PICKUP/ REPLACEMENT PRODUCT CONDITION)**

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DOA Co-ordinator



0832 - 2885484



[gac@smartlink.co.in](mailto:gac@smartlink.co.in)

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