

Job Sheet No.	323951	GP Serial No.		Receive Date	Time
Customer Name				Delivery Date	Time
Mobile Number				Handset Purchase Date	Time
Alternate Contact					
Address					
Handset Model		Warranty Covered	Yes <input type="checkbox"/> No <input type="checkbox"/>		

Received Item Device SIM Charger Battery WC Other

Handset Receiving Details		Delivery Details (In case of Replacement)	
IMEI		IMEI	
GP SN		GP SN	
Battery SN		Battery SN	
Charger SN		Charger SN	

Customer Feedback	
Problem 1	
Problem 2	
Other Comments (If any)	

Signature of Customer / Representative

GPCF/POS Name		GPCF/POS Code	
CM/SA Name		CM/SA Contact No	
CM/SA Sign & Seal		Handset Handover to SE	SE Sign:
SE Name		Date:	
		SE Contact No.	

Log In-Charge Name		Handset Handover to DH	Log In-Charge Sign:
Distribution House Name		Date:	
Log In-Charge Contact No.			Courier SN (GPC use only) #

Service Center Name	Service Center Address	Date

Technical Details							
Symptom Code	Action Code	Warranty		Remarks		Technical ID	Repair Date
		Yes	No	Ok	Not ok		
Action Details 1							
Action Details 2							
Others (If any)							

(For Non-warranty use only)

Spare Parts Price Service Charge Other (If any) Total (Tk.)

Signature & Seal of Technical Concern

Signature & Seal of QC Department

Tracking of Handset Return (After Service)				
Vendor	Log In-Charge	SE	GPCF/STP	Customer
Sign	Sign	Sign	Sign	Sign
Date:	Date:	Date:	Date:	Date:

Terms & Conditions

1. Transceiver warranty period shall be calculated one year from the date of purchase
2. Battery warranty period shall be calculated 6 month from the date of purchase
3. Charger warranty period shall be calculated 6 month from the date of purchase
4. Warranty will be void if the product found serviced by other sources rather than GP After Sales Service Centers
5. Warranty will be void if the product found damaged/broken/voltage instability by customer
6. Customers are requested to take back his/her handset within 30 days, otherwise GP shall not be liable in this regards
7. Warranty will not cover the following conditions -
 - a. Defects or damage resulting from use of the product in other than its normal and customary manner or environment
 - b. Defects or damage from lightning, accident or negligible use like an intentional impact on the product of a user
 - c. Defects or damage resulting from war, fire, typhoon, flood and earthquakes
 - d. Defects or damage due to spills of food or liquid
8. All plastic surfaces and all other externally exposed parts that are scratched or damaged due to customer normal use.