



Service Order Sheet



Scan to Track Repair status



Service Order No : 4394740944

Customer No : 8520322490

CP/Dealer Ref. No :

Service Center : 0005277461 - A.H.T - DAO DUY ANH.

HN

Address : 9 Dao Duy Anh, P.Kim Lien,Q.Dong Da HA

NOI 00004

Contact Center :

Customer Name	NGUYEN LAN CHI	Request Date	11.06.2024
Address	HOAN KIEM 16 PHUNG HUNG HANOI , Ha Noi VN		
Appointment Date	11.06.2024(15:10:19)	Engineer Code	8586017876
Telephone	[Home]0917393970 [Office]0917393970 [Mobile]0917393970	Fax	
Model Name	SM-A715FZSEXXV	Serial No (IMEI)	R58N33EZ0WL (*****3724650)
Purchase Date	26.04.2020	Service Type	Carry In
Warranty Status	Full Warranty ☐	Repair Received	11.06.2024
	Labor only ☐	Repair Completed	
	Parts only ☐	Goods Delivered	
	Out of warranty ☒	Return by / Date	
Accessory	TM,P,NS		
Defect Description	LOI MAN HINH		
Repair Description			
Remark			

Condition Code		Symptom Code		Defect Code		Repair Code	
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No	Parts No	Description	Location	Qty
0001	GH82-22248A	SVC ASSY SMT-OCTA(SVC/E/ZK),SM-A715;SM-A	LCD	1

PERSONAL DATA PROTECTION

In order to protect personal data, related information, and the rights of our valued customers, as well as to help us improve the quality of customer service in the future, please read and tick the box if you agree to the following contents:

1. Allow Samsung or Samsung authorized service centers to collect, store, process and use your basic personal data and sensitive personal data in accordance with Vietnamese law for the following purposes:
 - To fulfill service requests and to update the progress of your service requests,
 - To enhance user experience and facilitate customer care communication.
 - To provide advertisements, product information, promotional programs of Samsung and other purposes as specified in Samsung's Privacy Policy posted on the website: <https://www.samsung.com/vn/info/privacy>.

Please note that if you need to verify the accuracy or exercise your rights to change personal data and other rights as a data subject under Vietnamese law, please contact the Samsung Customer Care hotline (1800 588 889) or send an email through the website <https://www.samsung.com/vn/support/contact/>.

2. Allow Samsung to share your personal data with third parties, including affiliated entities, business partners, or service providers of Samsung.

Please note that in case Vietnamese law requires it, Samsung and/or Samsung authorized service centers may provide your personal data to third parties without obtaining your prior consent.

3. During the repair or resetting process of your phone, data stored in the phone such as contacts, messages, photos, etc., may be lost. Therefore, please inform the service agents to back up the data before proceeding with the repair or resetting of your phone, as requested on the Service Orders/Repair Orders. Specifically, please indicate the data you want to be preserved, including:

You confirm that you are responsible for classifying and determining the confidentiality of the data stored on your phone, and you only request the preservation of non-confidential data. For any confidential data, you will store them yourself before requesting the service according to the Service Orders/Repair Orders. Samsung and/or Samsung authorized service centers are not responsible for any complaints regarding the confidentiality of data after the completion of your service requests.

4. Samsung and Samsung authorized service centers will not retain your device beyond a period of sixty (60) days from the date you were notified by Samsung or Samsung authorized service centers to collect your device upon completion of the service. After the aforementioned time period, you will be deemed to have relinquished ownership rights to the transferred device. Furthermore, you confirm that you have no complaints or claims for compensation against Samsung and/or Samsung authorized service centers regarding any legal measures taken by them in relation to your property/device, including but not limited to disposal, donation, or transfer of your device to relevant governmental authorities.



Signature of Customer/Date