



# Customer Service Report



Service Center Address		No.													
Customer Name : Address :		Call ID		CHD ID											
		Call Date		Call Time											
		Model No.		Sr. No.											
		Service Type		<input type="checkbox"/> Warranty <input type="checkbox"/> Non-Warranty <input type="checkbox"/> Installation <input type="checkbox"/> AMC											
Tel/Fax : Email :		Support Type		<input type="checkbox"/> On Site <input type="checkbox"/> Carry In											
Accessories Received (in case of Carry In) :		<input type="checkbox"/> Adapter <input type="checkbox"/> Battery Charger <input type="checkbox"/> I/F Cable <input type="checkbox"/> Carry Case <input type="checkbox"/> Head <input type="checkbox"/> Cartridges <input type="checkbox"/> Battery <input type="checkbox"/> Lense <input type="checkbox"/> AV Cable <input type="checkbox"/> If any more :													
Nature of Repair : <input type="checkbox"/> Preventive <input type="checkbox"/> Corrective															
Observations on the product :		Yes    No    N/A		Yes    No    N/A											
1. Duplicate Consumables used		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		7. Battery Leakage found		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>									
2. Wrong Media used		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		8. Repair by unauthorized third party		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>									
3. Mishandling/Tampering of the product		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		9. Damage on the body of the product		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>									
4. Non-Standard Accessories/Parts used		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		10. Rust/Fungus/Sand		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>									
5. Product crossing its "Maximum Product Life"		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		11. Water Logged/soiled product		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>									
6. Violation of other Warranty provisions		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		12. Others (pls specify)		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>									
NOTE: Only apparent damage in the product is being noted on the Customer Service Report and the actual problem/defect, if any, in the product will be known after the product is examined/opened by the service engineers at Service Center															
		Date(DD/MM/YYYY)		Time(hh:mm)		Job Time (hh:mm)		Call Bkn		Counter Readings					
Engineer Dispatch								Y/N		Black A3					
Engineer Arrival (On Site) Product Received (Carry In)								Y/N		Black A4					
								Y/N		Color A3					
								Y/N		Color A4					
Call Completion						Total Job Time				Clear					
Broken Call Reason		Part		Support				x		Total					
Fault Code		Location Code		Cause Code						Remedy Code					
Problem & Cause															
Action Taken															
Spares/Parts Replaced															
Part Description				Part Code				Qty	Unit Price	Amount					
Engineer Remarks :								Labor Charges							
								Service Tax							
								Vat							
								Total estimated cost of Repairs							
Engineer Name :				Engineer Code :				Engineer's Sign :							
I have gone through the terms & conditions mentioned overleaf & hereby give my consent to proceed with repairs as per these terms & conditions and agree to be bound by them. Estimated cost (if any) of Repairs (as mentioned above) is approved  Customer's Signature & Seal				Problem reported has been rectified to my satisfaction  Customer's Signature & Seal Name :				Customer Remarks for this call							
												Customer Feedback for this call			
<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor															
e-mail us : <a href="mailto:canonsupport@coeci.pl.com">canonsupport@coeci.pl.com</a>								Visit Us : <a href="http://www.canon.co.in">www.canon.co.in</a>							

Customer Copy