



DOA/DAP PROCEDURE
for A&C Systems

2016

I. PURPOSE:

This procedure is to define the DOA/DAP process and to describe how DOAs/DAPs are managed by **TCT MOBILE EUROPE SAS**, Hereinafter referred to as “**TCT**”, **A&C Systems NV**, Hereinafter referred to as “**PURCHASER**” and by **TCT** authorized REPAIR CENTERS, Hereinafter referred to as “**RC**”.

II. DEFINITION:

DOA (Dead on arrival): defines the products that fail to function substantially, during the inspection performed by the customer at delivery or before sell out, due to defects in manufacturing or materials.

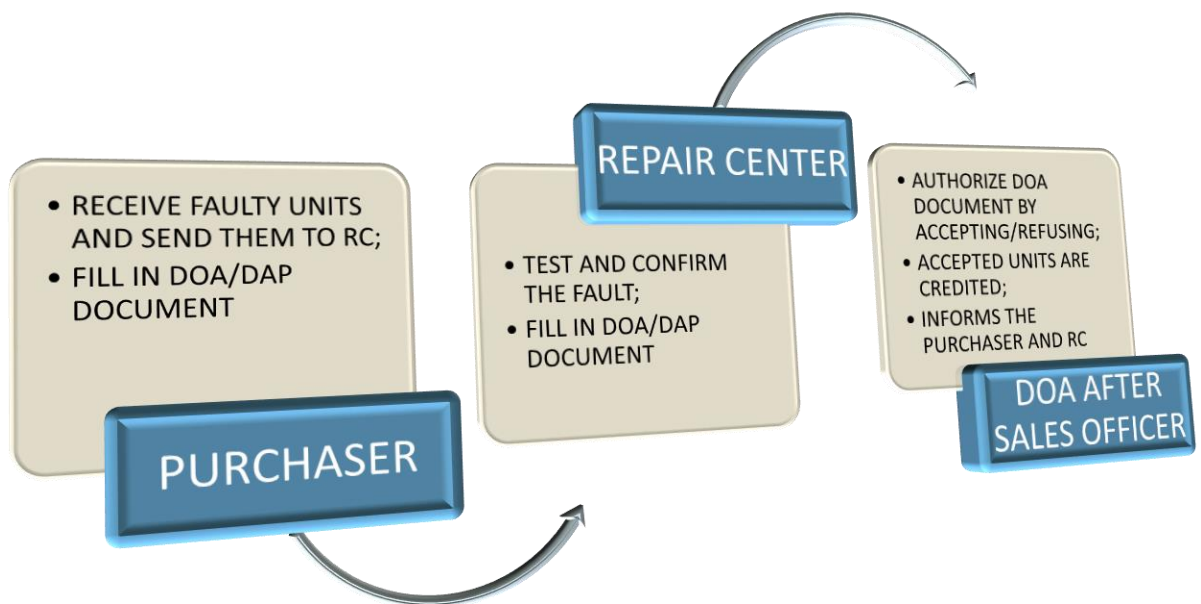
DAP (Dead after Purchase): defines the products that fail to function substantially after the first weeks of usage, on the end-user hands.

III. PROCEDURE:

1. The PURCHASER sends to the DOA AFTER SALES OFFICER at emea.doa@alcatelonetouch.com with in copy dick.oosterling@alcatelonetouch.com the DOA/DAP form. This form shall mention **as mandatory**: the batch number, End-user invoice date (if the case), IMEI list, commercial reference for each IMEI, date of return by end-user (if the case) and failure symptoms.
2. The **DOA After Sales Officer** authorizes the DOA/DAP document by ACCEPTING/REFUSING according to DOA/DAP period and informs the PURCHASER.
3. The PURCHASER sends the accepted units to the repair centers as soon as possible.

4. The **RC** tests and confirms the accepted & rejected DOA/DAP and sends mail and test report to the DOA AFTER SALES OFFICER and PURCHASER. Please pay attention to fill in the CLAIM document the Symptom Code used in BIG.
5. Based on DOA/DAP document, the **DOA AFTER SALES OFFICER** creates, at the end of the month, the Credit Note Request (CNR) of the ACCEPTED units and informs the PURCHASER.
The rejected but in warranty units shall be repaired in warranty and returned to the PURCHASER. NFF and out of warranty shall be returned without any intervention.
6. DOA After Sales Officer shall send to the PURCHASER the Credit Memo once released by Finance.
7. **ALL THE INFORMATION MUST BE WRITTEN IN ENGLISH.**

IV. PROCESS FLOW CHART:



V. DOA CLAIM DOCUMENT:



DOA claim
file_FORM.xlsx

All the details are to be filled in this claim document. PURCHASER shall fill in the yellow part and RC will fill in the blue part:

Customer part (in yellow):

Field	Description	Observations
Customer Name	Name of the PURCHASER (distributor)	Mandatory
Batch Reference	Reference linked to this claim and to be reported by TCT on the Credit Note	Recommended
TCT Invoice N°	The number of the last invoice from TCT	Not mandatory
TCT Invoice Date	Date of the TCT invoice	Not mandatory
Cust. Invoice date	The end user date of purchase	Mandatory
Reference	Detailed reference of the product. ex: 6030X-2AALEU1	Mandatory
IMEI	IMEI of the product shall be the same only in case of stock	Mandatory
Fault	Clear fault description (avoid: doesn't work, no function, etc...)	Mandatory
Date In	Date of return of the product at the point of sales	Mandatory

Repair Center part (in blue).

Please pay attention to fill in the Symptom Code used in BIG.

VI. DOA/DAP CRITERIA:

Conditions required for acceptance of DOA/DAP claims:

- Each Product identified as DOA/DAP by the PURCHASER shall be sent to the RC within 30 days from the date of its return by the end-user. A weekly shipment is accepted
- End user claim date cannot exceed 14 calendar days from the purchasing date;
- PURCHASER claim cannot exceed 6 months from delivery date of the unit by TCT directly to the PURCHASER;
- IMEI number on the device and on the package must be the same;
- Product must be complete including all accessories in the original box;
- Accurate fault description shall be attached and reproducible by RC or TCT representative;
- End user invoice copy shall be attached with the returned device in case of DAP.
- It must not be a case of warranty exclusion.
- The device and accessories may not show traces of use.
- Shipment of device to the manufacturer/supplier must be in packaging that is safe for transport.

DOA Rejection case:

- Fault announced cannot be reproduce (No Failure Found);
- One of the above criteria is not in compliance.

If the product is a refused DOA and under warranty coverage, it will be repaired and returned to customer with notice of DOA rejection cause(s).

VII. REPAIR CENTER IN CHARGE OF DOA/DAP:

DOA/DAP Products shall be sent for screening to the below RC.

Diffusion Internationale Luxembourg

211, Rue des Romains

L-8041 Bertrange

Tel: (00352) 26 11 00 - 1

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E-Mail: info@dil.lu