**Product Replacement Request Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name:** | ABC Electronics Pvt. Ltd. | **Address:** | 45 Tech Park Road, Karachi |
| **Contact:** | +92 21 3334455 | [support@abcelectronics.com](mailto:support@abcelectronics.com) | |
| **Form No.:** | PRRF-2025-014 | **Date:** | 13-Oct-2025 |

**Section 1: Customer Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Customer Name | Mr. Ali Raza | Contact Number | +92 300 9876543 |
| Email Address | ali.raza@example.com | Address | 22-A Model Town, Lahore |

**Section 2: Product Details**

|  |  |  |  |
| --- | --- | --- | --- |
| Product Name | Smart LED TV 42” | Model Number | SLT-4200 |
| Serial Number | TV-4218765 | Date of Purchase | 10-Jan-2025 |
| Invoice Number | INV-2548 | Retailer / Store Name | ElectroWorld Lahore |

**Section 3: Reason for Replacement**

|  |  |
| --- | --- |
| ☐ Defective Item | Screen flickers and shuts down automatically |
| ☐ Wrong Item Delivered |  |
|  |
| ☐ Damaged During Shipping |  |
|  |
| ☐ Other (Specify) |  |
|  |

*(Check the relevant box and provide details.)*

**Section 4: Requested Action**

| **Requested Resolution** | **Select One** |
| --- | --- |
| ☐ Replacement with Same Model | ✅ |
| ☐ Replacement with Equivalent Model |  |
| ☐ Credit / Refund |  |

**Section 5: Inspection & Approval (For Office Use Only)**

|  |  |  |  |
| --- | --- | --- | --- |
| Received By | Mr. Salman (Service Officer) | Date Received | 14-Oct-2025 |
| Condition Upon Receipt | Checked and Verified | Inspection Result | Manufacturing Defect Confirmed |
| Approved By | Service Manager | Replacement Approved On | 16-Oct-2025 |
| Dispatch Reference No. | DRN-1456 |  |  |

**Section 6: Acknowledgment**

I confirm that the information provided is accurate and that the defective product will be returned in its original packaging with all accessories.

**Customer Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_