



121 EXCHANGE REQUEST FORM

Form No. : 100003
Form Date : 12/08/25

121 DETAILS

CF Ref No. : 101341 CS Ref Date : 0000-00-00 RSO Ref No. : 123456 RSO Ref Date : 0000-00-00

SECTION 1. CUSTOMER DETAILS

Customer Name : KAI JIE

SO/DO Ref : SO110110

Address : Jalan Tanjung Tokong, 10470 Pulau Pinang,
10470, Pulau Pinang, Pulau Pinang

HP 1 : 60-164363140

HP 2 :

Home :

Email : kaijie.teh@gintell.com

SECTION 2 - PRODUCT DETAILS

Product Name : GT-9922 DE SPACE CARE

Product Issues : ["Foot Rest", "No Power"]

Broken

SECTION 3a - Reason for 121 Exchange By Customer Service Team

Staff Name : Kai Jie

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SECTION 3b - Approval by Technical Manager

Technical Issues : ["Lack of Spare Parts"]

Decision on 121 Request : approve

Verification : Send technician

Test

Approved by

Name: Kai

SECTION 3c - Approval by Head of Department

Approval:

Test

Approved by

Name: Kai

SECTION 4 - Final Approval by Management (Only if different opinion from TM & HOD)

Approval:

Test

Approved by

Name: Kai

R/CS/ 04, Revision 0, Effective Date 15/08/2025