

April 2007

- purchase (proof: purchase slip)

September 2007 – February 2008

- Overheating, battery not charging, display hinge broken – cannot close, barely usable.
- HP India refused help saying no supported; HP United States (Global) said its HP India's responsibility.
- As far as limited warranty goes, there is no easily accessible documentation of whether a product is available in a particular country at a particular time.
- HP India was unacceptably unhelpful with responsibility being shifted back and forth between the parent company and the local arm – only apologies were tendered.
- I was told support would be available as soon as the product launched but was given no clear indication of when – this being despite the fact that the issue was a **design defect**.
- HP can get this information by querying the data associated with my product's serial numbers which are given during all communications.

February 18<sup>th</sup>, 2008 – March 20<sup>th</sup>, 2008

- 13398 call regn. – 5 weeks to repair and there were problems afterwards – **overheating** still remained. LCD **bush missing**. Scratch on notebook's base.
- Motherboard was changed from **#ABV to #ABB**. LCD replaced. Cables replaced.

March 26<sup>th</sup>, 2008 – April 17<sup>th</sup>, 2008

- Motherboard replaced from **#ABB to #ABV**.
- **All complaints still remained**. This repair was useless.
- Quality Control **didn't catch any problems** even though nothing was really fixed. **Keyboard keys** stopped working – shoddy repair process – possibly damaged cables.
- I was not given any receipt of repairs and they refused to accept there was any problem even after overnight observation – **the same thing they admitted as a problem when they took it in on March 26<sup>th</sup>**. I had to expend a lot of time and energy to prove conclusively that there was indeed a problem.

April 18<sup>th</sup>, 2008 – May 7<sup>th</sup>, 2008

- Processor and heat-sink replaced. Keyboard replaced. Bush added. Only this much according to them.
- But inspection of system revealed motherboard replacement - **#ABV to #ABA**. Despite this observation, they refused to accept that the motherboard was replaced.
- Took the system back and found that an **USB port** was not working and **missing screw** on base. Quality control failed in its work yet again. Returned the system for repairs.

May 8<sup>th</sup>, 2008

- They kept the system overnight and said they fixed it saying there was a loose connection preventing the USB port from working.
- Without notifying me, an overnight motherboard replacement was done from **#ABA to #ABV**.
- After repeated questioning, they admitted it and the service receipt was changed using a different color pen to add 'and SB'.

- The latest motherboard was found to have only 256MB dedicated video memory as opposed to 512MB dedicated in the original configuration.
  - o This was not 'found' at any stage in the repair process – either by HP who shipped the part, the repair engineer or the quality control department at the service center.
  - o As far as I'm concerned, this is very unlikely and it reveals that HP is highly disorganized or they were attempting to trick me into taking whatever refurbished motherboard they had.
  - o Considering the amount of trouble I had been put through, the **malafide and fraudulent** behavior of HP and/or its service center, damage to the laptop from repeated repair, time taken for each repair (with new problems likely) – I firmly asked for a fresh replacement unit. (this being a documented HP International policy over and above the fact that the situation called for it)

May 8<sup>th</sup>, 2008 to June 19<sup>th</sup>, 2008

- Called HP Customer Care India 25 times with not a single call back received as promised – just multiple case escalations. Deliberately stalling, wasting my precious time.
- E-mails were sent to HP India's President, HP CEO & President (Global), and the Board of Directors – to virtually no effect.
- Website was put up for easier explanation of what I was put through and to get feedback as to what I was to do.