

From: [Gina Turcotte <mortalsage@astound.net>](mailto:mortalsage@astound.net)
To: ['hp.pop@mail.support.hp.com'](mailto:hp.pop@mail.support.hp.com)
Date: 11/25/2007 12:49:35 AM
Subject: RE: RE: RE: RE: POP update request -GINATURCOTTE

The condition of my laptop continues to deteriorate with each passing day that it is not repaired... when is HP going to make a decision to fix their error and get my laptop repaired??????

Gina Turcotte

From: hp.pop@mail.support.hp.com [mailto:hp.pop@mail.support.hp.com]
Sent: Wednesday, November 14, 2007 3:50 PM
To: mortalsage@ASTOUND.NET
Subject: Re: RE: RE: RE: POP update request -GINATURCOTTE

Dear Customer,

Thank you for contacting HP Total Care.

We understand your concern and apologize for the inconvenience caused. However, we are unable to retrieve your HP product records with your email id alone. Hence to verify the warranty information of your HP product we request you to send the product information.

Please include the following information:

- * Product Number (For Ex.: C1234A)
- * Product Serial Number (For Ex.: US12345678)

Sincerely,
HP Total Care

Our advice is strictly limited to the question(s) asked and is based on the information provided to us. HP does not assume any responsibility or liability for the advice given and shall not be liable for any direct, indirect, special, incidental or consequential damages in connection with the use of this information. Always back up your data. For more information, including technical information updates, please visit our Web site at <http://www.hp.com/support> .