

**From:** [Gina.Turcotte <mortalsage@astound.net>](mailto:Gina.Turcotte@astound.net)  
**To:** ['hp.pop@mail.support.hp.com'](mailto:hp.pop@mail.support.hp.com)  
**Date:** 11/25/2007 2:32:35 PM  
**Subject:** RE: RE: RE: RE: RE: POP update request -GINATURCOT

I just received your email stating that you have received and accepted my warranty information for the repair of my HP Pavilion Notebook... but your email does not state any information about getting my laptop repaired!!!!

I demand that an ENGLISH-SPEAKING AMERICAN SUPERVISOR contact ME IMMEDIATELY BY TELEPHONE to discuss the REPAIR OF MY LAPTOP.

I can be reached anytime at 207-622-2920. I expect a phone call within the next 48 hours; if I do not hear BY TELEPHONE from an ENGLISH-SPEAKING AMERICAN SUPERVISOR I will BE contacting HP corporate HEADQUATERS regarding the POOR TECH SUPPORT SERVICE I have received as well as contacting the BETTER BUSINESS BUREAU for NOT HONORING MY WARRANTY INFORMATION AND CAUSING MY LAPTOP TO DETERIORATE FURTHER.

I expect to receive a phone call before the close of business on Tuesday, November 27, 2007 with a Repair Authorization Number.

Gina Turcotte

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**From:** hp.pop@mail.support.hp.com [mailto:[hp.pop@mail.support.hp.com](mailto:hp.pop@mail.support.hp.com)]  
**Sent:** Sunday, November 25, 2007 1:29 AM  
**To:** [mortalsage@ASTOUND.NET](mailto:mortalsage@ASTOUND.NET)  
**Subject:** Re: RE: RE: RE: RE: POP update request -GINATURCOT

Hi,

Thank you for contacting HP Total Care.

We received your mail and the warranty status for your HP product has been updated.

If you feel you need to contact us for technical assistance regarding your HP product, please feel free to call us at 1-800-474-6836 (1-800-HPINVENT) or to locate the appropriate online help for your product, please use the following Web site located at: <http://www.hp.com/go/assistance>

Sincerely,  
HP Total Care

Our advice is strictly limited to the questions 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> .

-----Original Message-----

From: [mortalsage@ASTOUND.NET](mailto:mortalsage@ASTOUND.NET)  
Date: 11/25/2007 00:49:35 EST  
To: [hp.pop@MAIL.SUPPORT.HP.COM](mailto:hp.pop@MAIL.SUPPORT.HP.COM)  
Cc:  
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>.