

Register Detail Report

Complaint - Warranty and Returns



Warranty Claim Rejection - (WC-001)

Pending

Date & Time : 16/04/2024 4:00:00 PM

Reported On : 18/04/2024

Reported By : Lucas Taylor

:

Visible To : Austin May

Severity : High

Details:

The warranty claim for a premium laptop purchased from XYZ Electronics on [purchase date] was recently rejected by the company.

Participants : Rose Maya

Causes:

XYZ Electronics cited a breach of the warranty terms and conditions as the basis for the rejection. They claimed that the damage observed on the laptop was due to accidental mishandling, which is not covered under the warranty policy.

Address : 078 East Galvin Ave. Jacksonville Beach FL 32250

Location : Sydney

Department : Accounts and Finance

Precinct : Anytown Police Department

Reporting Officer : Officer Smith

Notified Date/Time : 18/04/2024 | 12:30 PM

Police Report No : PT123456

Police Phone : 555-123-4567

Report Being Forwarded : Yes

Police Attended : Yes

Police Action Notes:

Officer Smith visited Mr. Doe's residence to document the situation and gather evidence. Photographs of the damaged laptop were taken and a report was filed.

Further Actions From Report:

The police report is being forwarded to XYZ Electronics for their review. Meanwhile, Mr. Doe has been advised to explore legal options if the warranty claim remains unresolved.

Notes:

The customer, Mr. John Doe, vehemently denies any mishandling of the laptop and insists that the damage occurred due to a manufacturing defect. Mr. Doe has provided photographic evidence showcasing the cracks on the laptop casing, indicating a structural issue rather than accidental damage.

Report Verified By : Marie Jessica

Report Verified Date : 19/04/2024

Register Activities :

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Lucas Taylor
29/04/2024 3:18:27 PM
Name : Legal Consultation Scheduled
Taken By : Mr. John Doe
Taken Date : 26/04/2024

Scheduled a consultation with a legal advisor to discuss potential legal options regarding the warranty claim rejection. Gathering relevant documents and preparing for the meeting.

Lucas Taylor
29/04/2024 3:17:59 PM
Name : Follow-up Call
Taken By : Customer Support Representative
Taken Date : 24/04/2024

Followed up with Mr. John Doe regarding the progress of the investigation. Provided an update on the current status and assured him that the matter is being handled with priority.

Lucas Taylor
29/04/2024 3:17:32 PM
Name : Contact with Customer
Taken By : Customer Support Representative
Taken Date : 22/04/2024

Attempted to contact the customer, Mr. John Doe, regarding the rejection of the warranty claim. Left a voicemail requesting a callback to discuss further steps.

Register Actions :

Lucas Taylor
29/04/2024 3:25:34 PM
Action Name : Document Resolution High
Assign To : Clay Rozendal Not Started
Due Date : 06/06/2024

Description : Document the resolution of the warranty claim rejection, including any agreements reached with the customer and any actions taken to address their concerns.

Lucas Taylor
29/04/2024 3:24:26 PM
Action Name : Conduct Investigation Low
Assign To : Den Obama Not Started
Due Date : 08/05/2024

Description : Initiate an investigation into the reported issues with the product to determine the cause of the malfunction or damage.

Lucas Taylor
29/04/2024 3:20:34 PM
Action Name : Review Documentation Medium
Assign To : Alicia donoghue Not Started
Due Date : 29/05/2024

Description : Thoroughly review all documentation provided by the customer related to the warranty claim, including purchase receipts, product photos, and correspondence.

Register Notes :

Lucas Taylor
30/04/2024 1:27:10 AM Staff | Manager | HR Manager / System Administrator
Our customer support team is available to address any further questions or concerns the customer may have.

Lucas Taylor
30/04/2024 1:26:56 AM Manager | HR Manager / System Administrator
The decision to reject the warranty claim is based on [reason], which is outlined in detail in the documentation provided to the customer.

Lucas Taylor
30/04/2024 1:26:46 AM Staff | Manager | HR Manager / System Administrator
Upon thorough investigation, it has been determined that the damage observed on the product is not covered under the terms of the warranty.