



# Service Call Report

Token No.	Case No.	Obligation Type	Date
220		O/T	06.10.10



In case of quote Rejection  
Amount of Rs. 500/- shall be charged which can be collected after 7 days of quote rejection.

## HP Authorized Service Centre

Technologies Ltd. A-200, Okhla Industrial Area, Phase-I, New Delhi-110 020  
Ph.: Laptop: 011-44312000; Commercial Printer: 011-26382304  
E-mail: updationdelhi.hp@intarvo.com

4620644801  
Ph: 011-2959847

### INFORMATION TO BE FILLED BY CUSTOMER:

Company Name: ABC Thomson Service DOS T968061002  
Contact Person: MR. Pratap 27/10/10  
Address: F-3, Kap Kaji, New Delhi D-02  
Landline Number: \_\_\_\_\_ Pin Code: 110019  
Email ID: Nair.RKumar@gmail.com Mobile No: 9810206112 Fax No: \_\_\_\_\_

### INFORMATION TO BE FILLED BY ENGINEER:

Model No. & Product No.: C65203 / F P645-PA Serial No.: C1118325354  
Password: \_\_\_\_\_ OS: Win Country of Purchase: India  
Issue Reported: L. Left click Rubber Damage

Demo Engineer Diagnosis: Can't want quarter for top cover only

### ACCESSORIES:

AC Adapter: Y Driver CD: \_\_\_\_\_  
Power Cord: \_\_\_\_\_  
Optical Drive: 75950022 JLC F26 Bag: B9571011241R375  
Cartridge/Toner: X Fax Modem Card: \_\_\_\_\_  
Memory Capacity: 1+1GB  
Battery Sr. No.: 67148018012614 Stylus: R238195 HIXZ FL X  
Cradle: \_\_\_\_\_  
Wireless LAN: \_\_\_\_\_

### MISCELLANEOUS COMMENTS:

Scratches	
Damages/Breakages	<u>Top Panel, Top cover, Strip, Cable</u>
Others	<u>Left click rubber damage, Dummy not received</u>

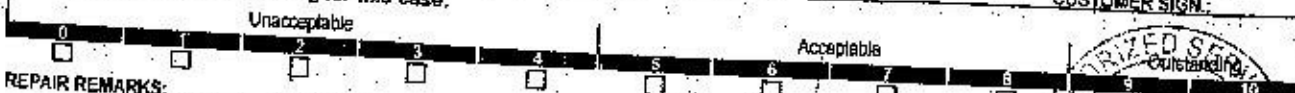
NOTE: In case of Hard Disk Failure, it may require formatting the Hard Disk. This may lead to loss of data. Hence it is advisable for the customer to backup of the important files, data & programs. Application software will not be installed apart from the recommended operating system (OS) including drivers and patches. Kindly refer to warranty terms and conditions for more information.

### Customer Authorization:

I hereby authorize HP Support Provider to provide the necessary repair service. I have taken back up of all important data/programs/application in the hard disks.

Pratap  
CUSTOMER SIGN:

### Overall service experience rating for this case:



### REPAIR REMARKS:

In Time: 11:50 Demo St.: \_\_\_\_\_ Demo Finish: 12:28 Log St.: \_\_\_\_\_ DEMO Engineer Name: \_\_\_\_\_ Log Finish: \_\_\_\_\_

### Customer's Signature:

Date: \_\_\_\_\_

Contact HP for Complaints and Compliments at [cd.hiphp.com/services](http://cd.hiphp.com/services) or at 011-40536854. [ln.csd@hp.com](mailto:ln.csd@hp.com) or at +91 80 25041020 (Monday to Friday 9.00 am to 6.00 pm).

### Part Used / Returned Details:

Sl. No. / Req. ID	Part No.	Part Description	Removed Part Sl. No.	Installed Part Sl. No.	Status (Def. / DOA / Good)