

Request For Refund: \$1404.03

trusty1@zoho.com | 9:49 PM | 4 min read

Good Evening Ladies and Gentlemen:

I am requesting a refund of \$1404.03 from Dell , and a refund for the extended warranty service for \$219.30 Total refund is \$1623.33 The reason for the refund is that Dell has failed to fix my computer after innumerable complaints. The first complaint was launched 2021 shortly after its purchase, and the complaint was just brushed off. An extended warranty service was purchased in April 2022, and Dell shipped me a box in May 2022. The laptop was returned in this box in December 2022, but Dell Conveniently removed the service request from the records to conceal the fact that the laptop is defective, and that other people have had the same thermal complaint as it relates to the Dell XPS 15 7590.

On January 6, 2023, Dell received the laptop, promptly closed the case without repair, and shipped the laptop back to Palo Alto. Another service request was initiated, and instead of picking up the laptop from Palo Alto Dell sent a box to 1175 Crescent City, Ca. Still another complaint was sent to Dell, and instead of Dell picking up the laptop from Palo Alto, Dell sent another box to Palo Alto, but there is no one there to take it out of its current Dell box, and put it in a new one, and there is nothing wrong with the box that Dell shipped the laptop in. I don't need a box, but need you have Fedex pick it up, and repair it. In summary, Dell computer, and Michael Dell is guilty of constructive fraud, and you are requested to immediately refund all money ever paid to in connection with this laptop, including the extended warranty fees for a total of \$1623.33

This refund should be sent to:

DNGR
PO Box 18943
Stanford, CA 94309

In the remarks area you should indicate:
Deposit to SF Trust, BS Subtrust
Account ending 3140.

A prompt reply would be appreciated.

Randal South
650-479-5740

<trusty1@zoho.com>

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(Dell Support: Case Number 159732953 from Udbhav Sharma [ref:_00D0bGaMp._5006PAPBAT:ref]

--- On Wed, 11 Jan 2023 12:25:17 -0800 Dell Tech Support wrote ---

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> Case Number 159732953

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> Contact Us | Support Library | Download Center | How To Videos | SupportAssist | Community Forums

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> ****Please do not remove alpha-numeric reference code from subject line or email body when replying****

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> Dear Randal, This email is a follow-up to your recent interaction with Dell Premium Support Plus.

> For reference, I have included your Case information:

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> • Case Number: 159732953

> • Service Tag: DGQF693

> We have your Case under ownership and will update you with the request on shipping your computer to the address you had requested once we have the information updated at our end.

> However, if you wish to contact us earlier for any questions or concerns, please reply to this email with a brief description of the issue and we will reply accordingly.

> Thank you for choosing Dell.

> Udbhav Sharma

> Dell | Technical Support If the issue is not resolved to your satisfaction, please reply to this email.

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> How am I doing? Please contact my manager at customer.feedback4northam@dell.com to provide any feedback.

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> ref:_00D0bGaMp._5006PAPBAT:ref