

# Impact Infotech Pvt. Ltd- Nagpur

## Customer Service Report



Block No. 08A, 1st Floor, Pushpakunj Commercial Complex, Central  
Bazar Road, Ramdaspath, Nagpur, Maharashtra, 440010

Nagpur, Maharashtra

Pincode: 440010

Contact Name: Ruchika Makh

Contact Phone: 7887880127

Customer Information	Service Delivery
Company Name: Shubham Solanke	Case ID: 5139125721
Contact Name: Shubham Solanke	Created Date: 2025-02-27 04:32:39 PM
Contact Phone No: +91 9325167166	Arrival Date/Time: 2025-03-01 01:56:27 PM
Customer Address: Bupeshnagar, Nagpur -440013 Near Asha Heights,, Nagpur, MH	Completion Date/Time: 2025-03-01 02:49:44 PM
	Name of Engineer: Sarvesh Kumar
Order Type: Break Fix	Product Number: 8F502PA
OTC Code: 05K-Extended Warranty	Serial Number: 5CD326828J
Service Description	
Issue Description: 5139125721//NCD/Victus by HP 15.6 inch Gaming Laptop 1	
Resolution Summary: @HPCS_KMS23620 Replace SSD for SSD detection issue all' uefi test pass.now issue resolved hence case close	
Web Support: <a href="https://support.hp.com/in-en/">https://support.hp.com/in-en/</a>	

Note: Hard disk related issue and replacement may lead to loss of data. It is advisable for the customer to backup the important files & applications prior to repair activity.

### Part Details

Product/ Part No.	Part Usage	Failure Code	Part Description	Qty	CT Code	SO No./Req ID	Removed Part SN	Installed Part SN
M17436-001		73 used & consumed	SKO-SSD 512GB 2280 PCIe-4x4 NVMe TLC	1	MO-708843915- M17436-001-1		UPZVU0AY7HKARD	UTFML016LJ2PAJ

Customer Name: Shubham Solanke

Signature:

Date: 2025-03-01 02:49:44 PM

### UEFI Code: Terms and Conditions

- The terms and conditions as contained in the product warranty statement or additional CarePAQ applicable to the particular model shall be applicable for the repairs relating to the same.
- In case of units not covered under warranty, the customers shall fill-in the Quotation Acceptance form in token of acceptance of the quotation offered by HP.
- HP India Sales Private Limited Reserves the right to dispose off any equipment which is not claimed by the customer from the date of receipt of this CSO form/Quotation acceptance form in case of units not covered under warranty. In such an event, the customer acknowledges that he/she shall have no claim against HP in respect of such equipment, which is disposed off by HP. Further demurrage charges shall be applicable on the units @ Rs. 500/- per month if the machine is not collected from HP Care within 1 month from the date of receipt of this CSO form/Last Quotation Acceptance Form in case of units not covered under warranty. Demurrage charges will not be applicable if the delay is due to non-availability of the spare parts at

HP's end.

- D. Please verify if all the items including accessories of the machine that is handed over to HP are listed in the material receipt.
- E. Force Majeure: HP shall not be liable for performance delays or for non-performance due to fire, floods power acts of Gods, acts of the public enemy wars, insurrection, riots, strikes, lockouts, sabotage and law, statute or ordinance order action or regulations of the government or any agencies thereof or any local authority or any compliance therewith or any other causes, contingencies, or circumstances similar to the above. HP shall use all reasonable endeavors to minimize any such delay upon cessation of the event giving rise to the delay; HP shall in so far as may be practicable under the circumstance complete performance of its obligations hereunder. Notwithstanding the foregoing, if any of the above-mentioned events precludes HP from meeting any or all of its obligations hereunder for a period of more than 3 months from the date of occurrence of such act, HP shall intimate the customer of the same.
- F. Please notify HP of any discrepancy with the repaired unit while taking delivery.
- G. All correspondence will be directed to the customer at the address indicated on the form. The Customer shall inform HP immediately in event of any change in the address or telephone as mentioned in this form.
- H. Inspection service charges will be applicable in case if the product is not covered under Warranty/ARC/CARE PAQ.
- I. In case of Hard Disk failure or reinstallation of OS due to any other reasons, it may require formatting the Hard Disk. This may lead to loss of data. Hence, it is advisable for the customer to backup 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.

Note: We are committed to enable security & protection of customer data and under no circumstances can we copy, read, erase or use customer data without the written consent of the customer.

-----HP Care-----

**Need support beyond business hours, you can try our self-help options available 24/7**



HP Virtual Agent

[hpgo.co/W1R67LOW0](https://hpgo.co/W1R67LOW0)



HP Support Assistant

[hpgo.co/ZRPPHKJX3](https://hpgo.co/ZRPPHKJX3)



HP Support on Youtube

[hpgo.co/SFWKUUYM6](https://hpgo.co/SFWKUUYM6)



Service center locator

[hpgo.co/CJ6YD3OPN](https://hpgo.co/CJ6YD3OPN)



HP Care Mobile Application

[hpgo.co/7RSGKI4KS](https://hpgo.co/7RSGKI4KS)

Register your product NOW to get the Latest Buzz, Tips and Tricks for your product - <https://register.hp.com>

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