

Samrat Narvekar

From: Nikhil Bhushan
Sent: 20 March 2024 12:17
To: Swapnil Waradkar
Cc: Samrat Narvekar; HO IT Support
Subject: RE: Dell Service Tag: 52687V3 [Case Number : 187112268] [thread::DaLrUcddL0eAR_p5f_qFZz0::]

Go ahead

Ask Samrat to send a warning email

Regards,

Nikhil

+91 9820171661

From: Swapnil Waradkar <swapnil.waradkar@travelfoodservices.com>
Sent: Wednesday, March 20, 2024 11:55 AM
To: Nikhil Bhushan <nikhil.bhushan@travelfoodservices.com>
Cc: Samrat Narvekar <samrat.narvekar@travelfoodservices.com>; HO IT Support <ho.itsupport@travelfoodservices.com>
Subject: FW: Dell Service Tag: 52687V3 [Case Number : 187112268] [thread::DaLrUcddL0eAR_p5f_qFZz0::]

Dear Sir,

Accidental damage warranty expired for Trishala Surve's laptop due to which we received quotation from dell service.

Requesting you to please approve, also find the attachment of quotation.

Regards,

Swapnil Waradkar
Information Technology

From: Dell Tech Support <technical_support@help.dell.com>
Sent: 18 March 2024 18:09
To: HO IT Support <ho.itsupport@travelfoodservices.com>
Cc: neha_prabhu19@dell.com
Subject: Dell Service Tag: 52687V3 [Case Number : 187112268] [thread::DaLrUcddL0eAR_p5f_qFZz0::]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.



Dear Shubham .. Kamble,

Service Tag: 52687V3

Greetings from Dell!

For faster response and resolution, reply to the same email without changing the subject line.

Kindly find an attachment of the requested quotation for spares/engineer visit from Dell.

We acknowledge your interest in placing an order, and we want to ensure that we provide you with the best service tailored to your needs.

The quote which is attached with this email is a Service Order.

Service Order: With this option, the part provided will be refurbished and you will need to return the old/faulty part. The service can be fulfilled either at the End User or Office address. For this order type, part replacement is a part of the service & Invoice shared via email is the final one, covering both parts and engineer visit charges. Applicable only for NON-SEZ billing and shipping address only.

In case if you wish to retain the faulty part, then we have the below option:

Spares Order: The price would be comparatively higher than Service Order (Min. 2X Higher). There is no need to return the old/faulty part and it will be delivered to the office address only. The engineer's visit for parts installation can be scheduled at the office, however, if you want the service at the End User's address, then parts need to be moved internally, post which service can be scheduled/booked.

Please note: There would be two invoices generated — one for the parts delivery and another for the engineer's visit. And the Quote is valid for 30 days only. Please do not release the Purchase orders on expired quotes.

Please take note that the warranty for both Spares and Service Orders is 90 days, and the fulfilment of your order will be subject to the availability of the parts.

Should you have any further questions or require clarification, please feel free to reach out to us by responding to this email without altering the subject line. We look forward to serving you with the best possible solution as per your requirements.

Note:

- The delivery lead time will be 1 to 2 weeks depending upon the stock availability in the India hub at the time of order download. In case of non-availability, we will source the spares from the Singapore hub and the lead time for the same will be 3 to 4 weeks.
- Warranty for spares will be 90 days from the date of invoice.

Kindly note that the below details need to be mentioned mandatorily in the purchase order. Missing information would lead to a delay in sharing the order details.

Below mentioned documents are required only for formal purchase orders:-

1. Entity name and address: Dell International Services India Pvt. Ltd.

No. 12/1, 12/2A, 13/1A,
VARTHUR HOBLI,
CHALLAGHATTA VILLAGE,
Inner Ring Road, Bangalore – 560071

- Current date
- Complete Bill to address with Postal code
- Complete Ship to address with Postal code
- Line items, their price & all applicable taxes should be clearly mentioned in the purchase order in accordance with the quotation you have received
- Your company Seal & Signature. If in case PO is system generated, it should be clearly mentioned in the PO that "It is System generated PO"

- In case of prepaid payment, please confirm the PO & then share the screenshot of the payment done where the UTR number, beneficiary name and date are clearly mentioned.
- Engineer visit details required as below for engineer service arrangement along with the parts:-
 - Contact name:
 - Contact number:
 - Service tag#
 - Mail id:
 - Address where parts need to be installed:

Purchase Order for SEZ locations - Parts will be shipped (without engineer) and post confirmation of delivery, the engineer will be arranged for installation (If requested), ETA for engineer visit will be 2 -3 business days post confirmation of spare delivery.

Thanks & Regards,

Somya Sarit Singh
Dell | Technical Support, ITS PON –Commercial Spares

For any Tech Support related queries, please contact:
Customer Care: 1-800-425-2067
Technical Support: 1-800-425-8045

Our SLA for any email replies will be 24 hours. Mon – Fri 9 a.m. to 6 p.m.

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

From: Dell Tech Support [technical_support@help.dell.com]
Sent: 18/03/2024, 12:25 pm
To: ho.itsupport@travelfoodservices.com
Subject: Dell Service Tag: 52687V3 [Case Number : 187112268/Service Request: 1168119307] [thread::DaLrUcddL0eAR_p5f_qFZz0::]



Your Case Number

187112268

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Dear Shubham .. Kamble,

This mail is related to your recent interaction with Dell Tech Support. We have generated a Case Number 187112268 for you.

Kindly retain the subject line while replying to this e-mail. We would like to take full responsibility of this case to ensure proper resolution to your satisfaction.

Thank you so much for being a valued Dell Customer and Have a great day.

Thank you for choosing Dell.

Vineet Pandey
Dell | Technical Support
Having other issue? Watch these short, easy videos to help you solve your issue.
[Office 2016 Activation](#)
[Improve PC Performance](#)

[How to Reset Windows 10 to Factory Settings](#)

More videos available [here](#)

Technical Support Working Hours: 9.00 AM - 6.00 PM (Monday - Friday)

thread::DaLrUcddL0eAR_p5f_qFZz0::