

Date	Instance
11-Jun-08	Order Placed with Dell for XPS M1330
16-Jun-08	Order Delievered of brand New XPS M1330
16-Jun-08	Discovered damage on the screen
17-Jun-08	Complaint Registered with Dell
17-Jun-08	Dell sends over technician to investigate the problem & confirms damage
18-Jun-08	Request for a Replacement System Placed
20-Jun-08	New Order Placed with Dell
23-Jun-08	New Order Delievered
25-Jun-08	System Was working fine
26-Jun-08	Request to close Complaint Raised
27-Jun-08	One of the USB port is not working, another complaint registered
27-Jun-08	Unable to establish contact with Customer
30-Jun-08	One call by Dell Support missed at 415pm, no follow up call post that.
1-Jul-08	No call from Dell till 5pm, Malaysia Tech support unavailable to resolve the problem.
1-Jul-08	Decided to return & get a refund
2-Jul-08	Both Dell XPS await a pick up and I my refund of 70k!
9-Jul-08	Finally Dell picks up the System from me