



CUSTOMER SERVICE DEPARTMENT
2 Nunnery Square
The Parkway
Sheffield S2 5DD
Telephone: 0870 154 5580
Fax: 0870 241 1934

[name and address withheld]

Please quote Ref: CC0000945237

17th November 2006

Dear Mr *W*

Thank you for your letter dated 9th November 2006. Please accept my apologies for the delay in responding.

I was concerned to learn of the difficulties you have experienced with your Compaq personal computer. I apologise for the inconvenience this has caused you.

Having consulted our records, it appears the problems you have been experiencing have been diagnosed as software based. Such issues are not covered under the equipment warranty as software is not a physical component and cannot fail as such.

On one occasion our support agents offered to send a replacement hard drive in case this was the cause, but on further investigation by the store it was found that this was not the case.

If you believe there is an underlying, inherent, hardware fault causing these issues, you would need to supply an independent qualified engineer's report. This report must state the nature of the defect, the likely cause, the diagnostic processes used, and an estimate of the cost of repair. If you have to pay for the report we will refund the cost should your claim be successful.

Once we have received the requested information we will be able to look into the matter further for you.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S Howley', written over a horizontal line.

Scott Howley
PC World Customer Services