

Raymond Chiu

From: Raymond Chiu [gatorback@yahoo.com]
Sent: Friday, June 25, 2004 11:40 PM
To: 'RMA-www.starmicro.net'; 'Harish@starmicro.net'
Cc: 'ebay@starmicroinc.net'
Subject: RE: RMA 13858-RSC 527 Star Micro Return (512MB SODIMM)

Greetings Harish:

The refund offer was for \$67.50 (see attachment): the purchase was for \$97.66. I was expecting a refund for the \$97.66 as shown in the document trail below. I am requesting that the full \$97.66 be refunded because the chips that were sent did not work in my machine as stated in the communication: **Before I purchased the chip, I asked if it would work in my T23 IBM laptop and the response from StarMicro is (see attachment):**

Yes sir this memory will work in your system.

Thanks,
 Best Regards,
 Kumar Saurabh
 StarMicro Inc.
 888-490-5566 x104
 aol IM: kumar1210

I am requesting that the \$97.66 be **immediately** refunded: I was told that this refunded would be processed when the chip was returned (June 1) and then I was told it would be processed by this week Wednesday. I did not receive the refund offer until today (Friday June 25), ***which makes this incomplete refund offer 24 days late.***

I will be posting feedback on this transaction and the nature of the feedback is entirely dependent upon returning the \$97.66 before posting of the Feedback (8AM PST). On the basis of late and incomplete refund, what feedback do you feel is fair?

I will leave a phone message on you answering service to ensure that this receives your attention.

Respectfully,
 Raymond Chiu

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

From: RMA-www.starmicro.net [mailto:rma@starmicro.net]
Sent: Wednesday, June 16, 2004 2:43 PM
To: 'Raymond Chiu'
Subject: RE: RMA 13858-RSC 527 Star Micro Return (512MB SODIMM)

Hello Sir,
It has been processed for refund. Please check your account. If you have question please call us.
Thanks

Harish Sharma
Starmicro Inc.

44850 S. Grimmer Blvd.
Fremont CA 94538
Ph: 510 490 5519
Ph: 1 866 793 2233 Ex 107
Fax: 510 490 5501
Harish@starmicro.net

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

From: Raymond Chiu [mailto:gatorback@yahoo.com]
Sent: Saturday, June 12, 2004 9:21 PM
To: 'RMA-www.starmicro.net'
Subject: RE: RMA 13858-RSC 527 Star Micro Return (512MB SODIMM)

Dear Sir \ Madam:

The returned product was received by Star Micro on 1 June 2004. I have not received notification of credit for the return.

When will I receive notification of credit? Receive credit?

Please respond to this message within 2 days.

Thank you,
Raymond Chiu

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

From: RMA-www.starmicro.net [mailto:rma@starmicro.net]
Sent: Tuesday, June 01, 2004 2:00 PM
To: gatorback@yahoo.com
Subject: FW: RMA 13858-RSC 527 Star Micro Return (512MB SODIMM)

We will process it for refund as soon as we receive it ..
Thanks

Harish Sharma
Starmicro Inc.
44850 S. Grimmer Blvd.
Fremont CA 94538
Ph: 510 490 5519
Ph: 1 866 793 2233 Ex 107
Fax: 510 490 5501
Harish@starmicro.net

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

From: eBay@StarMicro Inc. [mailto:ebay@starmicroinc.net]
Sent: Friday, May 28, 2004 8:49 AM
To: rma@starmicro.net
Subject: FW: RMA 13858-RSC 527 Star Micro Return (512MB SODIMM)

Thanks,

Best Regards,
Kumar Saurabh
StarMicro Inc.

888-490-5566 x104
aol IM: kumar1210

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

From: Raymond Chiu [mailto:gatorback@yahoo.com]
Sent: Friday, May 28, 2004 8:34 AM
To: 'Raymond Chiu'
Cc: 'eBay@StarMicro Inc.'
Subject: RMA 13858-RSC 527 Star Micro Return (512MB SODIMM)

Hi Harish,

The second chip has been shipped for return: the UPS tracking # for the 512MB SODIMM is **1Z X31 863 37 1000 339 4**.

Please ensure that a refund of \$97.66 is refunding within 5 days of receipt: this will ensure that there will not be negative feedback.

Thank you for your assistance in this matter.

Sincerely,
Raymond Chiu

From: Raymond Chiu [mailto:gatorback@yahoo.com]
Sent: Wednesday, May 12, 2004 12:18 PM
To: 'Raymond Chiu'
Subject: Star Micro Return (512MB SODIMM)

Greetings Harish,

Per our discussion, I have sent back the 512MB PC133 SODIMM.

Please either refund \$97.66 or send me 512 MB PC133 SODIMM that will work in an IBM T23 (model 2647-4NU).

Please respond to this note via e-mail within 3 days of package receipt.

Sincerely,
Raymond Chiu
gatorback@yahoo.com