

Ex. 1

VIL 0.1 07

Tax Invoice

EE Technologies (Bonn Town) Ltd
1st Floor, 108 Queen St
Auckland CBD Auckland
PO Box 108303
Auckland 1143
Ph. 09-304 0373
GST No. 5322387

Invoice No: 517413023
Date: 10/10/2014
Cashier: Amber Chen
Sales Rep: Damien Chan (S)
Account: 517413023
MARTIN BELLON
Cust Order No:

Product
Description
Quantity
Unit Price
Total Price
Tax
Net Total

Subtotal
GST
Total

Net Total: 1234.56
GST: 123.45
Total: 1358.01



These headphones specified above
come with a year warranty to have
warranty on them for 12 months

At the subject to a minimum
the respective fee.

all goods are limited time
and all goods to return

all goods are limited time
and all goods to return

EE Tech Terms and Conditions apply
See www.eetech.co.nz/terms

ATTACH AND THIS BOOKLET
TO FACTS OF PURCHASE

Ex.2



[Account](#) | [Customer Services](#)

Tax Invoice

Microsoft Regional Sales Corp.,
438B Alexandra Road, #04-09/12, Block B
Alexandra Technopark, Singapore, 119968

ABN: 59 547 297 213

Dear Martin Dillon,

Thanks for shopping with Microsoft on 11 November 2014. Below is a summary of your order. Please use this as your proof of purchase. If you paid by credit card, please look for MSFT*MICROSOFTSTORE on your credit card billing statement.

Note: If your order contains download products, you can complete the download by looking up your order using the information and link below. When the order summary appears, click on the Download link next to the product name. If your order contains physical products, you will receive a separate email notification when your products have shipped.

To look up your order, please login to your [account](#) page.

Your Order and Billing Information:

Product SKU:
Product Name: Office Home and Student 2013
Unit Price: NZ\$239.00
Qty Ordered: 1
Amount: NZ\$239.00
Product Key:

Subtotal: NZ\$239.00
Tax: NZ\$0.00

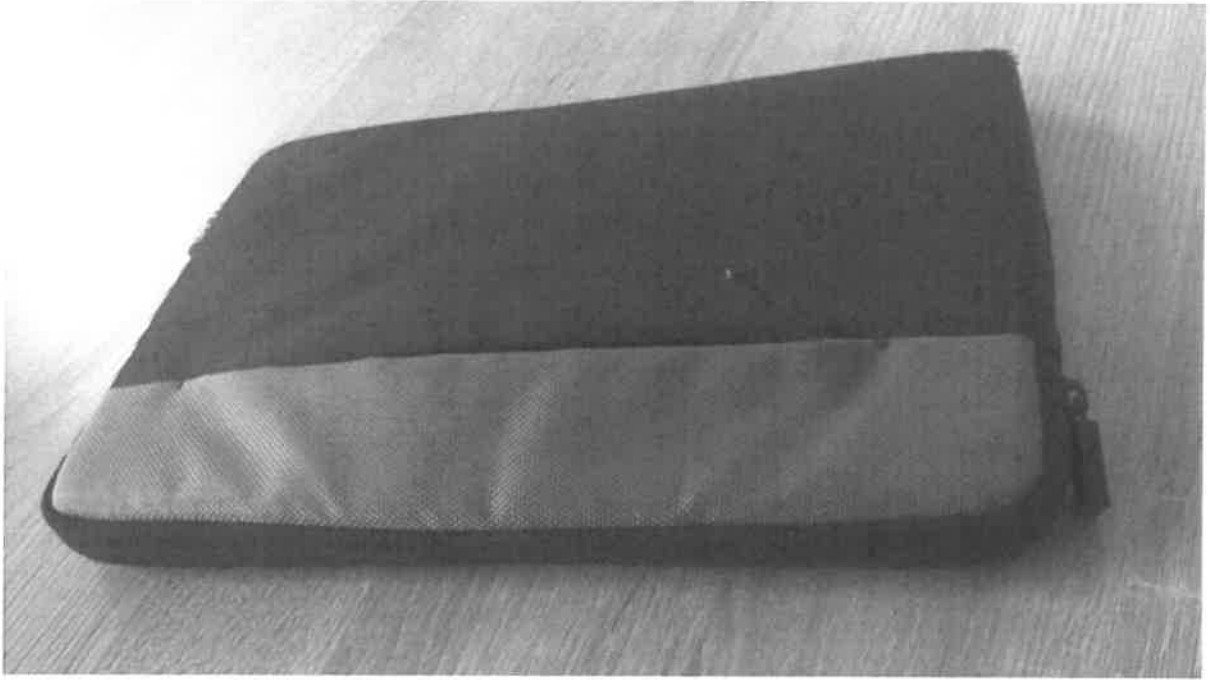
Total: NZ\$239.00

More Questions?

View our [help](#) pages, read our [return policy](#), and view your [account](#) online.

Please note: This email message was sent from a notification-only address that cannot accept

Ex. 3



Ex.4

https://www.microsoftstore.co... Microsoft Surface For Business Buy Microsoft Surface Pro 4 . X

BBC Google Herald Times NZLS Companies Insolvency Register Courts Court Keys NZLI JDO Legislation High Court Rules Westlaw

\$100 off + free wireless display adapter Microsoft Surface Pro 4 m3/ Change configuration Add to cart

The tablet that can replace your laptop

Surface Pro 4 is ultrathin, fast and versatile, the perfect balance of portability and power. With 6th generation Intel Core processors and up to 1TB of storage, it's built to run professional-grade software. And the PixelSense Display has stunning colour and contrast that comes to life with Surface Pen and touch.

Talk to an expert

6:48 a.m. 27/01/2017

Ex. 5

https://www.microsoftstore.com/stc

Surface Tablets: Shop Surfa... x

BBC Google Herald Times NZLS Companies Insolvency Register Courts Court Keys NZLI JDO Legislation High Court Rules Westlaw

Get \$50 off Surface Pro 4 128GB M (no pen), plus free Wireless Display Adapter. Shop now >

Microsoft Store Products- Support

Store Devices- Software & Apps- Games & Entertainment- Deals- More-

Now only \$1,049

Get \$50 off Surface Pro 4 128GB M (no pen), plus free Wireless Display Adapter

Shop now

Talk to an expert

The new Surface Book Surface Book Surface Pro 4 New low price on select devices

Internet Explorer

https://sales.liveperson.net/hc/72961245/?cmd=File&file=...

Microsoft Close chat

11:19 a.m. 12/02/2017

Outlook Mail

Search Mail and People

Folders

Inbox	120
Junk Email	11
Drafts	1
Sent Items	1
Deleted Items	10

Inbox

Project

47

AT

Agent is typing...

You: at 11:36:02

I usually change laptops every 3 or 4 years. Could I expect the same with a Surface?

Send

Reply | v

FLIGHT CENTRE The Airfare Experts

Sale ends 26 Feb 2017

Last chance to book your 2017 Europe Summer trip!

Find out more >

11:36 a.m. 12/02/2017

Microsoft Word - Document Recovery

Word has recovered the following files. Save the ones you wish to keep.

Available Files

Which file do I want to save?

Close

Internet Explorer - https://sales.liveperson.net/hc/72961245/?cmd=file&fil

Microsoft - Close chat

For surface device this will take more than that

Avz: at 11:37:10

Agent is typing...

Enter text here... Send

FLIGHT CENTRE

The Airfare Experts

Last chance to book your 2017 Europe Summer trip!

11:37 a.m. 12/02/2017

Microsoft Word - Document Recovery

Word has recovered the following files. Save the ones you wish to keep.

Available Files

Which file do I want to save?

Close

Internet Explorer - https://sales.liveperson.net/hc/72961245/?cmd=file&fil

Microsoft - Close chat

We also offer a additional 2 years warranty *

Avz: at 11:37:34

With surface device you can use the

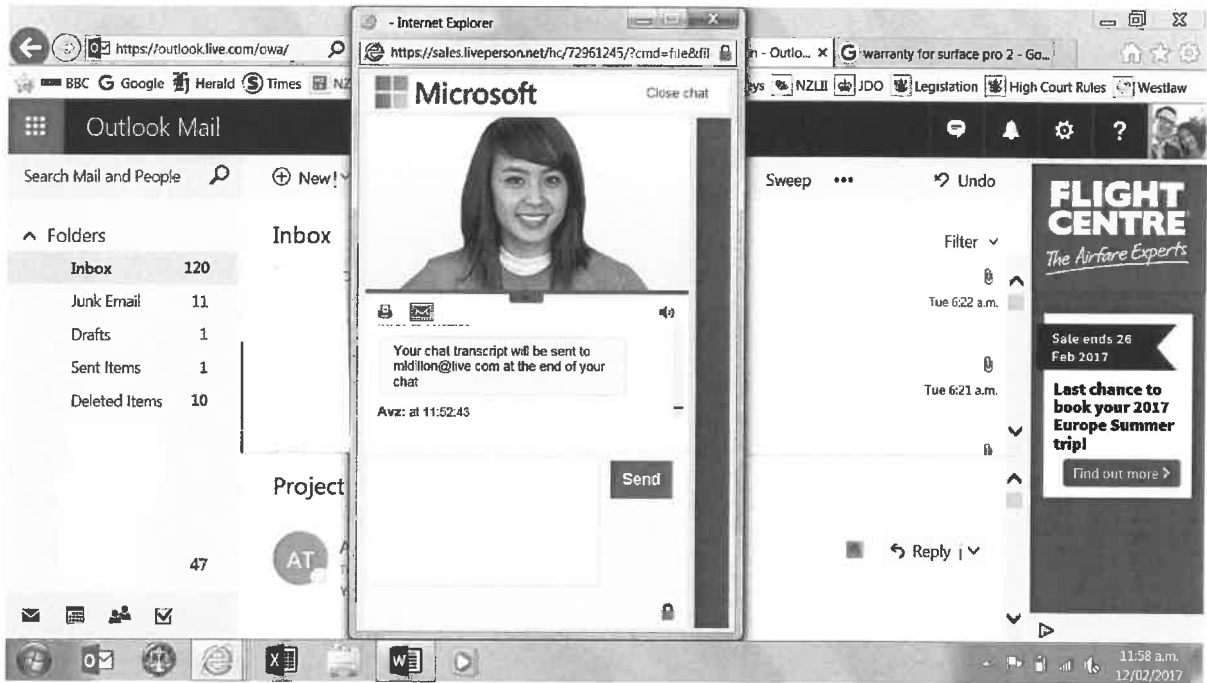
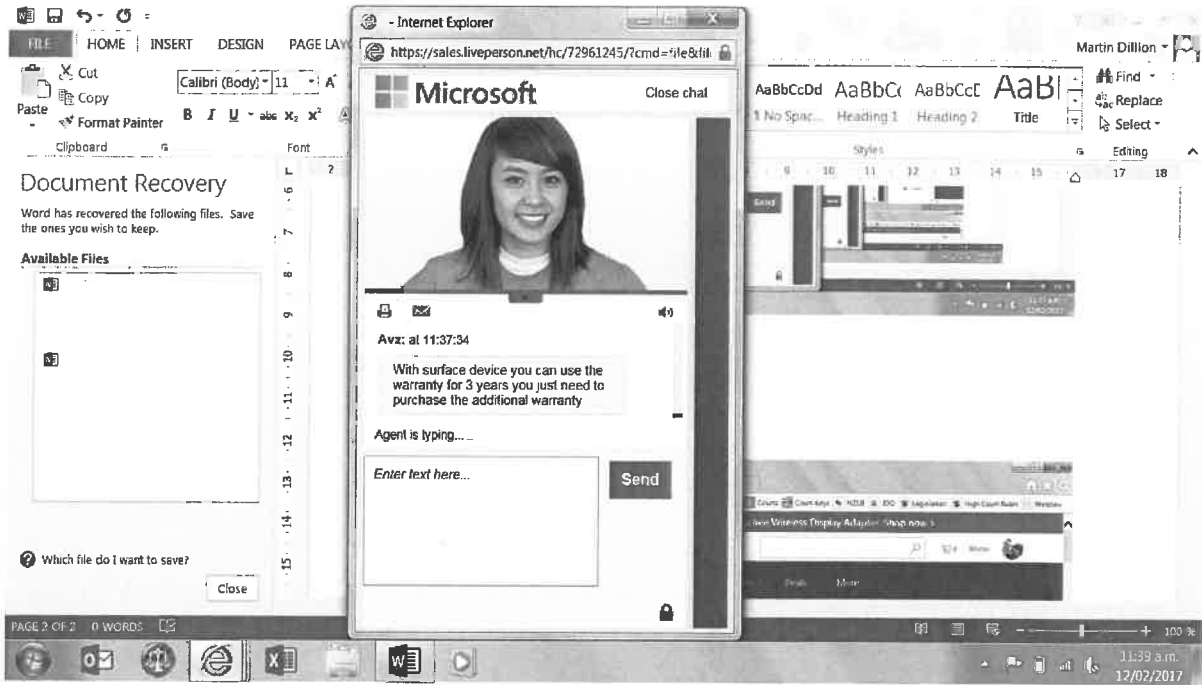
Enter text here... Send

FLIGHT CENTRE

The Airfare Experts

Last chance to book your 2017 Europe Summer trip!

11:37 a.m. 12/02/2017



Ex. 6

Service Job

**Pb Tech Ltd Hamilton
59 Lake Road, Frankton, Hamilton
Hamilton
07 8396518**

**Job No: MH42002
Technician: Jay Liang (S)**



Name: Martin Dillon **Date:** Saturday, 21/01/2017 2:38:29p.m.
Contact: **Address:**
Phone:
Mobile:
Email:

Product Desc: with charger **Priority:** Normal
Product Code: Tabmst2012 **Warranty:** No
Serial No: **Sales Invoice:** sidt415023
Password: **Sales Date:** 19/10/2014
Age (Mths): 27.00

Job Description:
it is not power on

Service Description:

Terms and Conditions

1. Software problems are not covered by warranty, therefore a service charge will apply.
2. Warranty does not cover the following (but is not limited to):
 - a) Misconfiguration of the computer by the purchaser, erasure of software, or physical damage to the computer.
 - b) Replacements of keyboard or mouse through general wear and tear.
 - c) Damage to the computer caused by excessive input mains voltage, or electrostatic charges received externally via telephone connection.
 - d) Repair of peripheral devices supplied with the computer. This will be covered by the individual manufacturer's warranty.
 - e) Support for correct working operation of software and peripherals not originally supplied with the machine.
 - f) Where the computer is acquired for business purposes, PB Technologies Limited will not be responsible for consequential loss or damages whether such loss or damages shall arise out of breach of contract, failure to remedy, and or otherwise.
3. Any Fault caused by other components will be charged accordingly.
4. Service charge is \$60 + gst per hour. The minimum charge is \$30 + gst.
5. Diagnostic Fee of \$60+gst for Laptops And \$45+gst for Desktops is Chargeable if Customer Decides Not to go ahead with Any Repair.
6. Equipment not collected within 6 months of Job Complete Notice will be Disposed of Without Notice.
7. Warranties Do Not Cover Data Recovery or Backup.

Customer Signature: _____

Ex.7

RE: PB Tech MH42002

Matthew Markwick <Matthew.Markwick@pbtech.co.nz>

Reply |

Tue 21/02, 12:21 a.m

Inbox

Good afternoon Martin,

Thanks for reaching out to me, yes Johnny is now on annual leave.

I have spoken to our management about this case. As previously discussed with Johnny, I have been advised to let you know that the offers below are still open to you, and we will keep these open until the close of business 31/3/2017.

To recap, these are as follows:

1. remove handle fee on this special case. Microsoft Standard Exchange (NZD 1350.00 inc)
2. Remanufactured Surface Pro3 i5 8G Ram 256GB Windows 8.1 Pro (NZD1345.50 inc) ---item not brand new. only cover 6 months PB warranty
3. Brand new Surface Pro4 (Consumer Model)i5 256GB 8GB Ram Win10 Pro (NZD1679 inc)

We believe that these are reasonable offers under the circumstance that the warranty has expired some time ago.

Please let me know if you'd like to take us up on any of the above offers before 31/3/17, and I will help to make the arrangements.

Thank you.

Kind Regards,

Matthew Markwick

PB Technologies Ltd | RMA Service & Technical Support

☎ Tel +64 9 5269200 (EXT:2906)

PB Technologies Ltd

RA Department

587 Great South Rd

Manukau

Auckland 2104

Website: www.pbtech.co.nz | ✉: matthew.markwick@pbtech.co.nz

From: Martin Dillon [mailto:mldillon@live.com]
Sent: Tuesday, 21 February 2017 7:37 a.m.
To: Matthew Markwick <Matthew.Markwick@pbtech.co.nz>; Anson Zhan <Anson.Zhan@pbtech.co.nz>; RA <RA@pbtech.co.nz>
Subject: Fw: PB Tech MH42002

Good morning,

Yesterday I emailed Johnny Yip with the below. I now have a reply saying he is unavailable and to contact you in his absence. He named all three of you so I have copied you all in. I would appreciate a response.

Regards,
Martin Dillon

From: Martin Dillon <mldillon@live.com>
Sent: Monday, 20 February 2017 12:42 a.m.
To: Johnny Yip
Subject: Re: PB Tech MH42002

Hello Johnny,

I have not received any response from you in the week since sending my below email.

I am of the view the tablet was not of acceptable quality because it was not sufficiently durable. You have not provided a remedy despite repeated requests. I reject the tablet accordingly.

I require a refund of the purchase price and damages for losses following what I understand to be a complete failure of the tablet. These include the now redundant keyboard and irretrievable Microsoft Office software that I separately purchased. The tablet and keyboard cost \$1,419.10 and the software \$239. The total amounts to \$1,658.10.

Please contact me to arrange payment within 7 days.

Regards,
Martin Dillon

From: Martin Dillon <mldillon@live.com>
Sent: Sunday, 12 February 2017 1:43 a.m.
To: Johnny Yip
Subject: Re: PB Tech MH42002

Hi Johnny,

Thank you for your email. My question for you is whether you consider my Surface tablet was of acceptable durability given:

1. It cost \$1,419.10 (including GST and keyboard).
2. It lasted less than 2 years and 3 months.
3. It was represented as 'the tablet that can replace your laptop'.

You do not need to respond to the three points above. I have only set those out because I think they are important circumstances. What matters to me is whether you think the Surface was of acceptable durability in the circumstances.

I look forward to your reply.

Regards,
Martin Dillon

From: Johnny Yip <Johnny.Yip@pbtech.co.nz>
Sent: Monday, 6 February 2017 9:31 p.m.
To: 'mldillon@live.com'
Cc: Alex Zhu; Ken Liu
Subject: RE: PB Tech MH42002

Hi Martin,

My name is Johnny from PB tech head office and I am here to assist on the case below as for escalation :

So far as my understanding that this item has warranty expired from Microsoft with items only come with 24 months warranty.

I believe my team has offered you 3 different options to assist on this case but which you have refused to accept:

Just get approved from manager side that we able to make 3 special offers to you:

1. remove handle fee on this special case. Microsoft Standard Exchange (NZD 1350.00 inc)
2. Remanufactured Surface Pro3 i5 8G Ram 256GB Windows 8.1 Pro (NZD1345.50 inc) ---item not brand new. only cover 6 months PB warranty

3. Brand new Surface Pro4 (Consumer Model)i5 256GB 8GB Ram Win10 Pro (NZD1679 inc)

As per record your original purchase SIDT415023 19/10/2014 (24 months warranty) it has expired on 19/10/2016.

You have been in touch with us on 21/01/2017 which is about 3 months out of warranty already.

Unfortunately we are unable to offer warranty repair for this case but I am here to offer you below to provide more solution on this case:

We have an upgrade model below which is a 12" model for \$782+gst with 6 months warranty.

Return Qty	MF Code	PB Code	Description	Serial No.	Vendor	Invoice No.	Invoice Date	Fault Description
1	QF2-00019	TABMST30112I	Microsoft Remanufactured Surface Pro3 i5 128GB Windows 10 Pro Tablet - 12" Intel i5 4GB Ram WiFi USB3.0,					

Please let me know if you would like to go ahead to process as per above.

Thanks

Best Regards,

Johnny Yip

PB Technologies Ltd | RMA Service & Technical Support

☎Tel +64 9 5269200 (EXT:2067) ☎DDI +64 9 5718332

NO.587 Great South road Manukau Auckland New Zealand

Website: www.pbtech.co.nz | ✉: Johnny.yip@pbtech.co.nz

From: Martin Dillon [<mailto:mldillon@live.com>]

Sent: Friday, 27 January 2017 7:30 a.m.

To: Ambrose Zhang

Subject: Re: PB Tech MH42002

Hello Ambrose,

I am not sure you understand that I require a remedy under the Consumer Guarantees Act 1993. I discussed that Act with Mr Liang when I handed the tablet to him for repair at the Hamilton store, and I referred to it again when replying to the text message I later received

from 'PB Technologies'. That Act is not mentioned whenever I receive communication about my tablet.

Could you please tell me whether I should be dealing with the Hamilton store about this matter, the head office in Manukau or perhaps the store in down town Auckland? If I am not dealing with the correct person or store about my Consumer Guarantees Act rights then could you please also provide contact details.

Regards,
Martin Dillon

From: Ambrose Zhang <ambrose@pbtechnz.com>
Sent: Wednesday, 25 January 2017 9:36 p.m.
To: MLDILLON@LIVE.COM
Subject: PB Tech MH42002

Greetings Martin,

Just get approved from manager side that we able to make 3 special offers to you:

1. remove handle fee on this special case. Microsoft Standard Exchange (NZD 1350.00 inc)
2. Remanufactured Surface Pro3 i5 8G Ram 256GB Windows 8.1 Pro (NZD1345.50 inc) ---item not brand new. only cover 6 months PB warranty
3. Brand new Surface Pro4 (Consumer Model)i5 256GB 8GB Ram Win10 Pro (NZD1679 inc)

Unfortunately we unable change anything by Microsoft service centre side. The best we can do for option 1 is remove handle fee from our end.
At option 2 and 3 we have discount the price for you.

The quote as attached.

Best Regards

Ambrose

Attached is the document MH42002.pdf.

PB Technologies (Hamilton) Ltd
Phone: 07-9587300
<http://www.pbtechnz.com/>