

It pays to check

I was given pause to think when a laptop I had recommended to a good customer developed issues, it decided to stop working.

Never mind I thought a call to HP and all will be well, it is after all under warranty. A call was made, and a friendly voice on the other end. "Here we go", I thought. *BUT !*

First of all they wanted me to check if the memory and hard drive were set properly. OK Battery out now where ... I had to watch a video showing how to strip the laptop down just to get at the memory and hard drive. Bad design or what?

Did that, did it work, you have guessed it, no.

It was then arranged for the laptop to be collected, only to find out that it was being shipped to Poland and would take about 10 days (my foot). About 20 days later it came back, with a new motherboard, back to a very happy customer.

HP make good kit, but their basic support service leaves a lot to be desired!

It is worth looking at the guarantees on computers, laptops and all things IT. Some things have a 12 month warranty, return to base and oh sorry about your data. (Another good reason to backup). Most guarantees will only cover hardware problems unless you pay an awful lot of money for software support. Some will do nothing until you run the recovery disk you made when you first bought the machine, you know the disk you never got around to making. How PC World and their tech parrots love that, of course we can get you a recovery disk, that will be £40 please. And it is yet another reason for them not to do anything to help.

It is easy to get caught up in the rush when buying a computer or printer. With monitors it is easy nearly all come with a 3 year warranty, but again that can depend on where you go shopping.