



Алексей Лузан <alexey.luzan@gmail.com>

Заказ 22145975 - Ноутбук Xiaomi перестал определять SSD после недели эксплуатации

Писем: 5

service-ru@banggood.cn <service-ru@banggood.cn>

16 января 2017 г., 8:24

Кому: alexey.luzan@gmail.com

Dear Alexey,

Thanks for your order [22145975](#).

Sorry for any inconvenience.

For the item Original Xiaomi Mi Notebook Air Windows 10 13.3 Inch Intel Core i5-6200U Dual Core 8GB RAM 256GB PCIE SSD FHD 1920*1080 Bluetooth 4.1 Laptop[Color;Silver],we found that you reinstall other operation system.Artificial factors such as dis-assembly, misuse, drops or falls, water damage, un official firmware or software modifications or any others causes of damage are not covered in warranty.

Could you please repair the item in you local country?If you have any further questions,please contact us.

Best regards,
Giselle.**Banggood** Shopping with fun
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Алексей Лузан <alexey.luzan@gmail.com>

22 января 2017 г., 19:42

Кому: service-ru@banggood.cn

Hello, Crystal

Sorry for the late response, i was on 1 week vacation

I do not understand, why Windows reinstallation is claimed as "unnoficial firmware" usage.

Also i would like to emphasize that was an absolutely official and licensed copy of Windows provided by Microsoft to my employer because of our Microsoft Silver partnership.

I think it's totally clear to Banggood (and any other Chinesese marketplace) that most of your customers from Russia like me are not native with Chinese language, so Windows reinstallation process is fully natural in this case, because it's impossible to change Chinese language and Chinese locale at Xiaomi notebook by reason of pre-installed Windows restrictions (and you know it)

Of course i will try to repair laptop at some local service as you refuse to help me. But it will cost me at least extra 100\$ for SSD replacement. And only in case if it's SSD issue! If it's SSD controller or south bridge issue the cheapest way out will be to throw the laptop to thrash bin.

Also yesterday I tried to appeal to Samsung official service center in Moscow and was denied even for simple plug-in SSD diagnosis because of "SSD is not officically imported"

So eventually I got 800\$ laptop broken after 1 week usage, can't doing my job because of it and have to repair it by myself - crazy!

пн, 16 янв. 2017 г. в 8:24, <service-ru@banggood.cn>:

[Цитируемый текст скрыт]

service-ru@banggood.cn <service-ru@banggood.cn>
Кому: alexey.luzan@gmail.com

23 января 2017 г., 9:11

Dear Alexey,

Thanks for your order [22145975](#).

Sorry for any inconvenience.

We have showed the description clearly, the item [1083226](#) is Windows 10 Home Chinese Version. All details you check it in this link: http://www.banggood.com/Xiaomi-Mi-Notebook-Air-Windows-10-13_3-Inch-Intel-Core-i5-6200U-Dual-Core-8GB256GB-BT-4_1-Laptop-p-1083226.html

If you have any further questions, please contact us.

Best regard,

Giselle.

Banggood *Shopping with fun*
.com *Best Bang For Your Buck*



Алексей Лузан <alexey.luzan@gmail.com>
Кому: service-ru@banggood.cn

31 января 2017 г., 22:29

Hello, Giselle!

Unfortunately I do not understand you reply

As i firstly suggested it was an SSD issue. Today i got another SSD drive and replaced it
Here is the video <https://youtu.be/2df65G3a8wE>

I do not admit your "rules" about Windows reinstallation. What if it's been Linux? Simple OS reinstallation without any tweaks or tunes cannot brake down the hardware in 1 week a-priory
SSD drive was defective for sure.

I'm so sorry but I'm opening a dispute at Paypal for partial refund. Someone should pay the SSD drive replacing and it's got to be not me.
Hope for your understanding

пн, 23 янв. 2017 г. в 9:19, <service-ru@banggood.cn>:

[Цитируемый текст скрыт]

Алексей Лузан <alexey.luzan@gmail.com>

31 января 2017 г., 22:38

31.01.2017

Gmail - Заказ 22145975 - Ноутбук Xiaomi перестал определять SSD после недели эксплуатации

Кому: service-ru@banggood.cn

Correct video link <https://youtu.be/L0ZP0wuSSVw>

вт, 31 янв. 2017 г. в 22:29, Алексей Лузан <alexey.luzan@gmail.com>:

[Цитируемый текст скрыт]