

Subject: Re: CLI - Technical Support Request - (MuVo Sport C100)
(KMM10672985I16636L0KM)
From: Creative Americas Customer Support
Date: Wed, 5 Jul 2006 03:28:02 +0100 (BST)
To: Tian

Dear Tian,

Thank you for reaching us at Creative Email Technical Support; we appreciate the opportunity to assist you.

With regards to the issue, the problem you described indicates your unit may require repair or replacement.

If the product has exceeded its three month labor warranty period, a non-refundable US \$25.00 diagnostics and handling fee will be required. The fee is applied toward the complete cost of repair/replacement. If the cost of the repair/replacement exceeds the initial diagnostic fee, the RMA department will contact you to obtain your authorization for finance of the remaining fee. If the product is still within the 1 year hardware warranty, as long as there is no physical damage, all hardware component replacement costs will be covered by the hardware warranty. If the product is not outside its three month labor warranty, no diagnostic fee is required.

Creative is not responsible or liable for any data stored on the product that is lost, deleted, or is otherwise inaccessible. All data will be deleted from the product during repairs. You should remove or make a backup copy of any data stored on the product prior to shipping the product to Creative.

Please submit the following required information to us in a reply to this message so the RMA can be issued:

First/Last Name:

Address (No P.O. Boxes please):

City:

State/Province:

ZIP/Postal Code:

Contact Telephone Number(s):

Email address where you would prefer to be reached:

Product Model Number :

Size of the hard drive or amount of onboard memory:

Product Serial Number :

Place of purchase:

Exact/Approximate Date of Purchase:

Creative Care Protection Plan Number (if purchased):

Creative Care Protection Plan Order # (if purchased):

Brief Description of Problem:

Once this information is applied to the RMA database, we will reply to you with an RMA reference number and shipping instructions.

* Please note that an estimation of repair costs cannot be made without the above information.

Do reply back to us if you have any enquires. Thank You.

If you still require assistance, please reply to this email with any previous correspondence to ensure the quickest and most accurate service.

Best Regards

,

Kelvin
Technical Support
Creative Labs Americas

To provide feedback on your "Creative Experience" please click on the following link:

<http://www.creativehelp.com/support/contact/welcome.asp?r=CLI&d=TS>

This link is provided so that you may provide feedback on your "Creative Experience". If you require further troubleshooting or have additional questions simply reply to the original mail and we will be glad to assist you.

Original Message Follows:

Doug,

The link you have sent me is for Zen. I have a MuVo Sport C100. From Creative's website, I was able to download and install the firmware for MuVo Sport C100, but the problem still exists.

When I turn on my MuVo Sport C100 to play, the blue coloured background light is on, but there is no text to tell me which song it is playing. The disappeared text is what I am concerned about. As of right now, I doubt it is a firmware problem.

Please let me know how I can send my MuVo player in and get it serviced.

Your assistance is gratefully appreciated.

-tian