I bought a CSL handphone from a counter inside Carrefour Penang Prai on 17/04/2010 and I was told that there is a 3 months time warranty for this cellphone.

On 17/07/2010 I went back to the counter located inside Carrefour Penang Prai to claim for warranty of handphone's charger due to the handphone's battery cannot be charged. I was told by the counter assistant that even though I came today or yesterday, I was still not eligible for the claim.
This is because they need ONE WEEK TIME for delivery the phone for a claim. The FACT is when I bought the phone, they NEVER EVER TOLD ME ABOUT THIS ISSUE.

Therefore, I would like to file a claim to NCCC for a purpose to complain this issue.

APPRECIATION FROM THE COMPLAINANT

On 07/08/2010, I managed to request a exchange for charger of the CSL i-200 handphone.

Thanks for your help NCCC. I appreciate your assistance for this warranty claim.

Deivigarani Krishna
Pusat Khidmat Aduan Pengguna Nasional (NCCC)
25/8/2010 &#65533;