



Requested conversation copy

1 message

noreply@google.com <noreply@google.com>

Wed, Jul 13, 2022 at 7:00 PM



Thanks for contacting support.

You can find a copy of the conversation you requested below.

Chat transcript for case: [REDACTED]
Jul 13, 1:36 PM (Pacific Time)

1:37:36 PM Sam: Sam joined the conversation
1:37:36 PM Trent [REDACTED] Trent [REDACTED] joined the conversation
1:37:38 PM Sam: Hi Trent [REDACTED] welcome to Google Support! My name is Sam. In case you need to refer to this chat interaction in the future, the Chat ID for this interaction is [REDACTED]. How can I help you today?
1:38:00 PM Trent [REDACTED]: I'm trying to get my screen fixed

1:38:38 PM Sam: I understand that you are facing screen related issues with your Pixel device.
1:38:47 PM Sam: I can understand how difficult it would be for you. Please be assured, I'll certainly look into this for you.

1:38:53 PM Sam: Before we proceed further in the chat, could you please help me with your best callback number so that I can arrange a callback for you in case we are disconnected on this chat?

1:39:53 PM Trent [REDACTED]
1:40:09 PM Sam: Thank you for providing the contact number.
1:40:42 PM Sam: May I know what issues you are facing with your Pixel device screen?
1:41:16 PM Trent [REDACTED] You guys can find my account!!!!
1:43:01 PM Trent [REDACTED] I have exactly 2 email accounts and I started a work order under both. And you guys can't find this device under either one
1:43:18 PM Sam: As I have checked your previous interaction with us and found that your device screen is cracked.
1:43:45 PM Trent [REDACTED] Im paying for preferred care and I'm up to date on my payments. How hard can this be??!!!
1:44:18 PM Sam: Thank you for letting me know.
1:44:28 PM Sam: Please allow me 3 - 5 minutes to look into this for you.
1:45:16 PM Trent [REDACTED]
1:45:38 PM Trent [REDACTED]
1:46:41 PM Trent [REDACTED] Claim number under [REDACTED]
1:46:55 PM Trent [REDACTED]
1:47:32 PM Trent [REDACTED] Now, how about if YOU tell ME which email to initiate this under!!!
1:51:39 PM Sam: I am still looking into this. Please allow me more 3-5 minutes.

1:55:37 PM Sam: Thank you for being online.
1:55:46 PM Sam: I appreciate you patience.
1:58:51 PM Sam: Since I am from the Pixel hardware support team we would not be able to check the details for preferred care from our side. You can log in to the google store and check in the account history to check whether you have active preferred care or not.
1:59:33 PM Trent [REDACTED] I do
2:06:33 PM Trent [REDACTED] Gmail - Your Preferred Care subscription receipt.pdf
2:06:49 PM Trent [REDACTED] Gmail - Your claim has been approved!.pdf

2:09:24 PM Trent [REDACTED]: My phone seems to have 2 imei numbers for slot 2 and slot 2. Neither are the imei on that acceptance letter. The repair shop won't accept my phone with the wrong imei. So let's go ahead and change it to whatever it needs to be.

2:10:27 PM Sam: As per the details which you have shared you have preferred care associated with IMEI ending with 8361.

2:10:28 PM Trent [REDACTED]: Slot 1: [REDACTED]

2:11:12 PM Trent [REDACTED]: Slot 2: [REDACTED]

2:11:48 PM Sam: Seems like your preferred care / order is linked with another device.

2:11:57 PM Trent [REDACTED]: These are the 2 on my phone under settings > about phone. Neither of them seem to end in 8361.

2:12:10 PM Trent [REDACTED]: This is the only device.

2:12:30 PM Sam: Seems like your order was placed incorrectly.

2:13:20 PM Sam: We have a dedicated team which deals with the orders. Let me quickly connect you with them.

2:16:22 PM Sam: What I'm going to do is transfer this chat to the specialist and I'll make sure to provide them with all the information we've discussed so they may pick up where we left off.

2:16:47 PM Trent [REDACTED]: Ok. Thanks.

2:21:06 PM Sam: Sam added participant(s): Anastasia

2:21:07 PM Anastasia: Anastasia joined the conversation

2:21:18 PM Sam: Sam left the conversation

2:22:43 PM Anastasia: Hello, Trent.

2:22:59 PM Trent [REDACTED]: Hello

2:23:02 PM Anastasia: I am reviewing the previous conversation you had with us, please allow me 2 -3 minutes here.

2:24:24 PM Anastasia: I see that you would like to get help with cracked screen. Is that correct?

2:26:19 PM Anastasia: Just checking, are we still connected?

2:27:32 PM Anastasia: It looks like you may have left the chat. If I don't hear from you, I may need to close this chat to help other customers. You can always contact us again if you need more help.

2:28:52 PM Trent [REDACTED]: I'm here

2:28:57 PM Trent [REDACTED]: I suppose. But it seems that the wrong ones is attached to my preferred care account.

2:29:00 PM Trent [REDACTED]: Wrong IMEI

2:29:17 PM Anastasia: Thanks for responding.

2:29:25 PM Anastasia: Not to worry, I will help you with this.

2:30:19 PM Trent [REDACTED]: Did you get that about the imei first?

2:31:37 PM Anastasia: Let me check this from my end.

2:33:05 PM Anastasia: Please allow me 3-5 minutes while I look into this and help you accordingly.

2:33:06 PM Trent [REDACTED]: All the numbers, imei's, claim #'s, emails, etc are in the chat that was transferred to you.

2:33:21 PM Anastasia: Yes, I have the information.

2:39:30 PM Anastasia: Thanks for staying online.

2:39:40 PM Anastasia: I wish I could assist you, but you have reached the Google Store team. In order to assist you better, I will connect you to the right team who can guide you. Thanks for your patience.

2:42:32 PM Anastasia: Please stay online while I connect you to them.

2:48:36 PM Anastasia: Anastasia added participant(s): Jasmine

2:48:38 PM Jasmine: Jasmine joined the conversation

2:48:47 PM Jasmine: Thanks for contacting Google Hardware support. My name is Jasmine.

2:49:04 PM Anastasia: Anastasia left the conversation

2:50:59 PM Jasmine: I understand that you are trying to get your phone screen fixed.

2:52:07 PM Trent [REDACTED]: Yes. But first we have an imei issue to fix. I'll give you 3 to 5 minutes to review the previous hour's chat...

2:55:04 PM Jasmine: I have checked the interaction with our previous agent. Can I confirm the IMEI number of the device to be [REDACTED]?

2:56:15 PM Trent [REDACTED]: I have 2. Slot 1 and slot 2? I don't know what that means. But yes, the one you quoted is for slot 1.

2:56:44 PM Jasmine: I see, thanks for the information.

2:59:43 PM Jasmine: The IMEI number provided is the correct information. As the device has a cracked screen due to physical damage, it would not be covered under your standard warranty.

3:00:07 PM Jasmine: For this issue on Pixel 5a (5G), you may be eligible for an in warranty repair. To check if you are eligible, you can bring your device to the nearest Asurion/uBreakiFix location, or I can help get you started through Google's repair program.

3:01:19 PM Trent [REDACTED]: I already went to that shop. They wouldn't look at it due to the imei situation

3:03:27 PM Trent [REDACTED]: Do I only have a standard warranty? I've been paying \$5/month for some kind of preferred care. I think I know myself well enough to have gone for more protection than standard.

3:05:50 PM Jasmine: Thanks for bringing this to our notice. Though your device is covered under the preferred care plan, we are offering you an extended repair program for these issues on your Pixel 5a 5g phone.

3:08:35 PM Trent [REDACTED]: ???

3:08:44 PM Trent [REDACTED]: What does that mean?

3:10:01 PM Jasmine: You can avail the repair options at free of cost at our authorized repair centers.

3:10:07 PM Jasmine: I would recommend you to take the proof of purchase of the device while visiting the Ubreakifix repair center so that they would be able to validate the phone IMEI number.

3:11:23 PM Trent [REDACTED]: Hang on...

3:11:49 PM Jasmine: Sure. Please take your time.

3:14:36 PM Trent [REDACTED]

3:14:58 PM Trent [REDACTED]: Can you open that? It's my receipt. No imei #

3:16:50 PM Jasmine: Thanks for checking that.

3:17:28 PM Jasmine: Could you please check your Gmail inbox for the proof of purchasing receipt of your device?

3:19:37 PM Jasmine: Just checking, are we still connected?

3:20:19 PM Trent [REDACTED]: Do you know what the subject will be?

3:21:38 PM Jasmine: Please search with the subject line "Google order ID" and see if you could find any emails regarding the same.

3:24:11 PM Trent [REDACTED]: I'm not finding anything

3:24:22 PM Trent [REDACTED]: Not in the date range either.

3:25:30 PM Jasmine: <https://store.google.com/us/repair>

3:25:46 PM Jasmine: Please tap on this link and enter your IMEI number of the device.

3:26:30 PM Trent [REDACTED]: Which one? There are 2

3:27:09 PM Jasmine: Please enter the first IMEI number ending with 740.

3:29:19 PM Jasmine: Just checking, are we still connected?

3:29:24 PM Trent [REDACTED]: Yes

3:30:09 PM Trent [REDACTED]: Ok. I entered the imei #. It took me to a form to enter repair information.

3:31:22 PM Jasmine: I see, thanks for checking.

3:32:54 PM Jasmine: You can request for a Google Mail-in repair option from there by choosing "screen display problem" symptom and you can avail this service at free of cost.

3:32:57 PM Jasmine: Google Mail-In option takes 7-10 business days from start to finish.

You can create mail-in repair from this link: store.google.com/us/repair

You will send the device to our warehouse, get it repaired and the device will be returned to you with no issues during repair payments or delays in accepting repair change orders (if there are any)

3:33:06 PM Trent [REDACTED]: Ok. It says it isn't covered. Can you provide me a link to the coverage I am paying for?

3:33:49 PM Jasmine: Could you please confirm the symptom which you chose before proceeding to repair request order from your end?

3:34:56 PM Trent [REDACTED]: I did screen cracked. Then changed it to screen-display problem

3:35:13 PM Trent [REDACTED]: I haven't submitted any request yet

3:36:07 PM Jasmine: Okay. Please choose "screen-display problem" symptom and proceed to request for repair which can be availed at free of cost.

3:36:50 PM Trent [REDACTED]: That's the mail in? I can't go to the local shop?

3:38:56 PM Trent [REDACTED]: Ok. It says the estimated cost for walk in OR mail in is \$0

3:39:19 PM Jasmine: You can also find the nearest repair centers to avail the repair and get this sorted at the earliest possible.

3:39:43 PM Trent [REDACTED]: I'd prefer to take it to the shop. But when they see the cracked screen, it is clearly a cracked screen more than a display issue

3:39:51 PM Jasmine: Good to know that you are now able to see the estimated cost for the repair is free.

3:41:08 PM Trent [REDACTED]: Also, I still don't have a receipt with this imei. The receipt gives a serial #.

3:43:48 PM Jasmine: Could you please allow me 2-5 minutes while I check with my resources to help you with this further?

3:45:10 PM Trent [REDACTED]: Gmail - Your claim has been approved!.pdf

3:45:10 PM Trent [REDACTED]: Also, I paid \$69 for this.

3:47:41 PM Jasmine: Thanks for staying connected. The preferred care claim which you have claimed for is on a different IMEI number and not on the one which you have reported issues.

3:49:49 PM Trent [REDACTED]: Yes. But I paid the \$69. Can I get that refunded?

3:52:05 PM Jasmine: Unfortunately, we wouldn't be able to offer you a refund for the preferred care claim.

3:52:58 PM Trent [REDACTED]: The one under the incorrect imei!?

3:54:33 PM Trent [REDACTED]: The ticket that never had any work done on it because it had the incorrect imei!?

3:58:28 PM Jasmine: I have checked the details for the IMEI of the device for which you have claimed the preferred care warranty and the IMEI is correct.

3:59:13 PM Trent [REDACTED]: Correct for what? Not THIS device. That's why I was rejected in the first place.

4:01:48 PM Jasmine: I understand your concern. However, we wouldn't be able to provide you a refund for the preferred care claim.

4:02:32 PM Trent [REDACTED]: For the incorrect imei that has nothing to do with any of my products?!?

4:03:09 PM Trent [REDACTED]: For the incorrect imei attached to a work order that won have any work done on it because it's the wrong IMEI?

4:04:08 PM Trent [REDACTED]: An incorrect imei NOT generated by me? But which I faithfully paid right away to maintain integrity on my side and facilitate an easy repair experience, which this has been anything but?

4:04:28 PM Trent [REDACTED]: THAT \$69 can be refunded?

4:04:44 PM Trent [REDACTED]: What on earth are you talking about ?!???

4:05:43 PM Jasmine: I can understand your point of concern here. Since the preferred care claim has been rejected, you can check with the Assurant team for the refund request to be initiated. It would usually be automatically processed as the claim has been rejected.

4:06:50 PM Trent [REDACTED]: It was rejected verbally a ubreak, not at Google. I still have this

4:06:50 PM Trent [REDACTED]: Gmail - Your claim has been approved!.pdf

4:10:10 PM Jasmine: Could you please confirm if you have directly checked with the assurant team in this regard?

4:11:25 PM Trent [REDACTED]: So there are still 3 issues: 1) my cracked screen is clearly a cracked screen an not 'display issues'. 2) my only phone receipt has a serial # on it, not an imei, 3) Google owes me \$69.

4:12:08 PM Trent [REDACTED]: In fact, after 2 hours I don't think we've accomplished much of anything. Maybe we're closer, but nothing seems settled.

4:12:46 PM Trent [REDACTED]: What Assurant team? Should I just phone them up?

4:13:50 PM Jasmine: I understand your situation. I'll be sending you a confirmation email which you can show as a reference when you visit the Ubreakifix repair center.

4:15:00 PM Jasmine: You can contact the assurant team on this phone number: 1-877-406-4372. They would be able to help you with the refund for the claim that has been rejected.

4:17:38 PM Jasmine: I would also like to let you know that you can also provide the serial number of the device to our repair partners along with the IMEI number to get the device repaired.

4:19:23 PM Trent [REDACTED]: Also, you insisted the claim that was approved for imei ending in 8361 was the correct imei. Correct for what? I'd like to know what that number is attached to for when I'm speaking with the Assurant people.

4:23:00 PM Jasmine: I would like to know that the IMEI number through which the preferred care has been claimed is [REDACTED]

4:24:05 PM Jasmine: The IMEI number which you have provided earlier in this conversation for cracked screen issues is [REDACTED]

4:24:19 PM Trent [REDACTED]: Yes. What is that number attached to? In fact, where did that number come from? Because it doesn't show up anywhere on this device.

4:25:13 PM Trent [REDACTED]: The one ending in 8361. Where did that come from? It's not anywhere on my device.

4:25:44 PM Trent [REDACTED]: Why did I get an email saying a claim for that number was approved in the first place?

4:27:39 PM Jasmine: I can completely understand your situation. Could you please confirm the IMEI number which you have provided to our Ubreakifix repair partners?

4:28:50 PM Trent [REDACTED]: They saw 5he approval email for imei ending in 8361. They saw the imei on this device ending in 5740.

4:32:06 PM Jasmine: Thanks for helping me with the details. I completely get your point here.

4:32:30 PM Jasmine: Could you please confirm if you have received any replacement device?

4:32:42 PM Trent [REDACTED]: I have not

4:35:21 PM Jasmine: Thank you for confirming.

4:35:58 PM Jasmine: Could you please allow me 2-5 minutes while I check with my resources to help you with this further?

4:37:54 PM Jasmine: Thanks for your time.

4:38:03 PM Jasmine: I've looked into your account, and what I'd like to do is consult a specialist who can provide more insight into the issue. Then I can follow up with you as soon as we've found a resolution.

4:38:22 PM Jasmine: For a limited period of time necessary to resolve your customer support issue, you agree to allow Google customer support to access data about and associated with your Google Pixel product, which may include device information such as IMEI (International Mobile Equipment Identity), country in which your device was purchased, and limited historical usage data. The data accessed will be used to improve your customer service experience, to troubleshoot issues with this device, and for fraud prevention. Google will handle this data as described in Google's privacy policy.

4:38:35 PM Jasmine: Do you consent to share this info?

4:39:06 PM Trent [REDACTED] Sure.

4:40:10 PM Jasmine: Thank you. We value your time. What I'll do is, take ownership of your case by dropping you a follow up email on your email address with an update on this case at the earliest possible.

4:40:23 PM Trent [REDACTED]: But what is going on? Google sent the wrong IMEI to my preferred care claim an I paid the charge. A cracked screen is a pretty common issue. Why is this taking 3 days and specialists to sort out!?

4:41:01 PM Jasmine: I can certainly understand your point. If I were you, I would have felt equally annoyed. I can totally imagine the stress you are going through.

4:41:21 PM Jasmine: Please be rest assured, this is completely taken care of.

4:41:23 PM Jasmine: I want to ensure that this is completely taken care of and you can just reply to the email as the reply would come directly to me, and you don't have to go through the process again if you need any help from us.

4:42:39 PM Trent [REDACTED]: What email are you sending that to? Since yesterday's technician muddled the waters even worse, and didnt bother to do any research, this text chain is on an email address that I don't use for anything. I certainly didn't make any purchases or file any other claims through this email.

4:43:33 PM Jasmine: I regret the inconvenience. Please confirm the email address on which you would like me to send the follow up email.

4:43:45 PM Trent [REDACTED] [gmail.com](#)

4:44:00 PM Jasmine: Thanks for confirming.

4:44:13 PM Jasmine: You can expect my email to the same email address.

4:44:45 PM Trent [REDACTED] I'm not sure you do understand the inconvenience. And that doesn't answer my question. What is going on?

4:45:39 PM Trent [REDACTED]: Do I call the Assurant team now? Or wait for this to be 'resolved'?

4:46:55 PM Trent [REDACTED] And I thought I could go to ubreakifix with 'display issues' and a serial number and he this taken care of. Or is that not the case? Do I need to wait for this to be 'resolved'?

4:49:08 PM Trent [REDACTED]: This is getting circular, contradictory, and confusing. What am I actually waiting on, and how long will I be waiting for a 'resolution'?

4:50:49 PM Jasmine: Please be assured, I'll be checking with our specialists to confirm this as there seems to be confusion in this case. I'll make sure to keep you posted with the best possible resolution over email.

4:51:51 PM Jasmine: You don't have to initiate a new chat and explain everything because I'll be taking the ownership of the case and will keep you posted with an update.

4:52:39 PM Trent [REDACTED] Did you send an email? Please do that before we disconnect.

4:53:43 PM Jasmine: Sure, I'll send it right away on which I'll be following up with our specialists team.

4:54:18 PM Trent [REDACTED] Where can I find a transcript of this chat? Can you send a link in that email?

4:56:54 PM Jasmine: I have sent the email to you. In order to have a transcript of our conversation you will receive an option to have our chat transcript after ending this chat. I'll make sure to send you the email with the transcript if it is not auto-generated.

4:58:10 PM Trent [REDACTED] Got the email

4:58:34 PM Jasmine: Thanks for confirming.

4:58:55 PM Trent [REDACTED] Thanks for changing the associated email.

4:59:51 PM Jasmine: It was my pleasure assisting you today. I appreciate your time and patience in this regard.

4:59:58 PM Jasmine: Is there anything else apart from this concern, I can assist you with?

5:00:27 PM Trent [REDACTED]: No.

5:00:33 PM Jasmine: Thanks for contacting Google. It was a pleasure chatting with you. Have a great day!

5:00:38 PM Jasmine: Jasmine left the conversation

7/19/22, 6:25 AM

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5:00:39 PM Jasmine: Thank you for contacting Google Hardware chat support. Your chat session is now complete.

5:00:39 PM Jasmine: Jasmine ended the conversation

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