

Corsair Warranty Service Achieves 90% Case Closure Under 5 days in Q2

September 3, 2009

Corsair, a worldwide leader in high-performance computer memory, power supplies and flash memory products, including solid-state drives, has announced audited customer warranty service results for Q2 09. Corsair set new industry service standards in Q2 by closing 90% of RMA cases nationwide in under 5 days. Corsair's Express Warranty Service available in Bangalore, Cochin, Delhi closed 80% of warranty cases in sub-24 hours, revolutionizing Memory/PSU/USB service in India.

Corsair's impressive Q2 record is the result of a strict 5-point service contract entered into with Kaizen Infoserve in 2008 to provide an international-standard warranty service nationwide. The service utilizes a state-of-the-art customized network that allows Corsair and Kaizen to track the where-about of all RMA cases in real time while providing coordinated air and road shipping links with Blue Dart Couriers thus allowing Kaizen to hit the 5 day warranty turn around times required by Corsair.

"With our service infrastructure network now firmly in place, we are confident of improving on the 90% five day TAT success rate achieved in Q2." says M.A. Mannan, Country Manager-India, Corsair Memory. "Our next goal is to boost the success rate to over 95% and increase the number of sub 24 hour Express Warranty Service centres in 2010."

Corsair in conjunction with Kaizen operates 23 centres across India and is in the process of adding more branches in East, West and North India bringing the branch total to 30. Corsair's control centre in Bangalore is staffed by dedicated service professionals available through a toll free number 1-800-4255 464 as well as email (indiaservice@corsair.com).

Corsair Express Warranty Service offers immediate over-the-counter product replacement for Corsair's most popular DRAM, PSU and USB products. Corsair presently offers Express Warranty Service at three centres nationwide including Bangalore, Cochin, Delhi, with plans to expand the service to further cities in 2010