

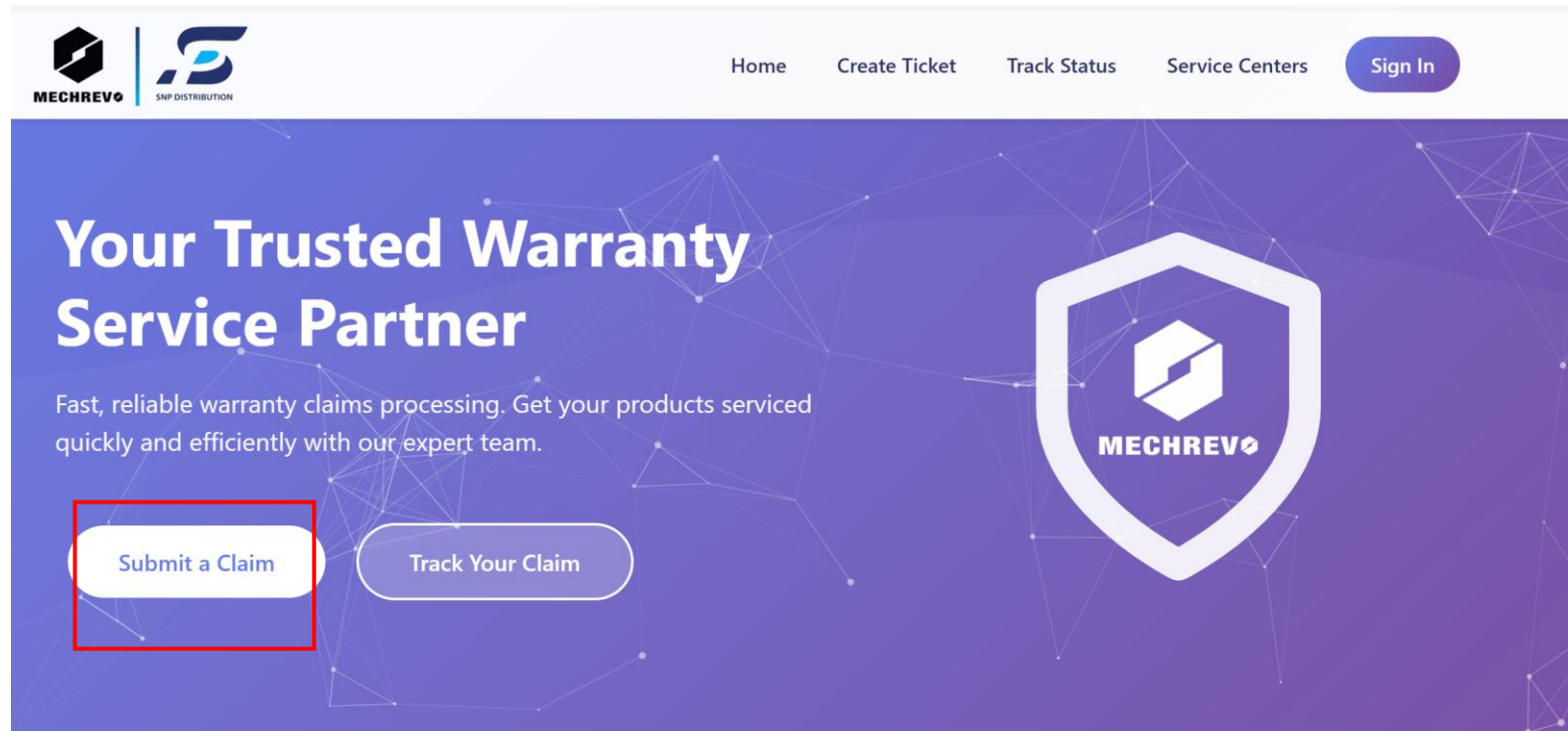
Mechrevo R14 Warranty Claim Guideline

Prime Minister Laptops Scheme Phase IV

Step 1:

Ticket Creation (Mandatory)

- In case of any warranty claim, the student must create a support ticket by click on “Submit a Claim” through Mechrevo/SNP Web Portal [SNP Distribution - Warranty Service Center](#) by filling in all required fields in the warranty claim form.



Step 2:

Insert the serial number of laptop first to verify the warranty status

The screenshot shows the MECHREVO website's warranty claim process. At the top, there are navigation links: Home, Create Ticket, Track Status, Service Centers, and a Sign In button. The main heading is "Warranty Claim" with the subtext "Submit your warranty claim and get your product serviced". Below this is a progress bar with four steps: 1. Verify Warranty (highlighted), 2. Customer Info, 3. Problem Details, and 4. Review & Submit. The "Verify Your Warranty" section contains a search icon, a "Product Serial Number *" label, and a text input field with the placeholder "Enter your product serial number (e.g., SN001234567890)". A red box highlights the input field. Below the input field is a note: "You can find the serial number on the product label or original packaging". At the bottom of the form is a large purple button labeled "Verify Warranty" with a checkmark icon.

After Serial Number verification, system show the warranty period tenure of verified laptop.

Next Step: to click on “Continue to Customer Information”

MECHREVO | **SNP DISTRIBUTION**

Customer Info | Home | Create Ticket | Track Status | Service Centers | **Sign In**

Verify Your Warranty

Warranty is active and valid!

Product Serial Number *

425068Z0Y76N174123C

① You can find the serial number on the product label or original packaging

Verify Warranty

Warranty Information

Product: Mechrevo R14	Serial Number: 425068Z0Y76N174123C
Valid Until: December 31, 2026	Days Remaining: 329 days

→ Continue to Customer Information

Customer need to fill all required fields and select the nearest service center location, Click on “Next”

MECHREV | SNP DISTRIBUTION

Home Create Ticket Track Status Service Centers Sign In

Warranty Claim

Submit your warranty claim and get your product serviced

- 1 Verify Warranty
- 2 Customer Info
- 3 Problem Details
- 4 Review & Submit

Customer Information

First Name *
Khurram

Last Name *
Shahzad

Email Address *
kshahzad@isoftstone.com

Mobile Number *
03335452396

Address *
House 2058, Street 33, Sector I-10/2, Islamabad

Preferred Service Center *
Select Service Center

Preferred Service Center *
Select Service Center
SNP Distribution - Karachi
SNP Distribution - Lahore
SNP Distribution - Islamabad
SNP Distribution - Peshawar
SNP Distribution - Quetta

← Previous

Next →

Give a short summary of issue that customer is experiencing and click on "Next"

The screenshot shows the MECHREVO website's warranty claim process. At the top, there are navigation links: Home, Create Ticket, Track Status, Service Centers, and a Sign In button. Below the navigation is a dark blue banner with the text "Submit your warranty claim and get your product serviced". A progress bar below the banner shows four steps: 1. Verify Warranty, 2. Customer Info, 3. Problem Details (highlighted in blue), and 4. Review & Submit. The main content area is titled "Problem Description" and contains a text input field with the placeholder text "Please describe the issue you're experiencing with the product in detail... (minimum 20 characters)". Below the input field is a small note: "Please provide as much detail as possible to help us understand the issue". At the bottom of the form, there are two buttons: "Previous" (disabled) and "Next" (active and highlighted with a red box).

MECHREVO | SNP DISTRIBUTION

Home Create Ticket Track Status Service Centers Sign In

Warranty Claim

Submit your warranty claim and get your product serviced

- 1 Verify Warranty
- 2 Customer Info
- 3 Problem Details
- 4 Review & Submit

Problem Description

Describe the Problem *

Please describe the issue you're experiencing with the product in detail... (minimum 20 characters)

Please provide as much detail as possible to help us understand the issue

← Previous Next →

Customer need to review the all detail and check “I agree to the terms and conditions and confirm that all information provided is accurate”
Then Click on “Submit Claim”

Review Your Claim

Please review all information before submitting your claim

Warranty Information

Product: Mechrevo R14	Serial Number: 42506820Y76N174123C
Valid Until: December 31, 2026	Days Remaining: 329 days

Customer Information

Name: Khurram Shahzad	Email: kshahzad@isoftstone.com
Mobile: 03335452396	Address: House 2058, Street 33, Sector I-10/2, Islamabad
Preferred Service Center: SNP Distribution - Islamabad	

Problem Details

Description:
Testimonial Basis, to check the web portal process

I agree to the [Terms & Conditions](#) and confirm that all information provided is accurate

[← Previous](#) [Submit Claim](#)



Note: Customer can also review the terms and conditions clauses by click on [Terms & Conditions](#)

After successful submission customer will receive a confirmation email along with ticket ID for future correspondence

Next Action:

Customer must visit the nearest Mechrevo/SNP Service Center to handover the laptop to the service staff along with the Warranty Claim ID.

Mechrevo/SNP Service Centers Locations:

Cities	Addresses	Timing	UAN	Warranty Web Portal
Islamabad	New bule area The allegiance tower No. 804	Monday to Friday 9AM to 6PM	(051) 8482334	
Islamabad	Shop No S-6.83-west NHSP Plaza, Block F, Fazal-e-haq Road, Blue Area, Islamabad, Pakistan	Monday to Friday 11AM to 7PM	0304-1113767	warranty@snpdist.com
Lahore	Office# P1-01, IT Tower, Hali Road, Lahore, Pakistan	Monday to Friday 11AM to 7PM	0304-1113767	warranty@snpdist.com
Karachi	Office# 3, 2nd Floor, Nelson Chamber, Adjacent MCB Tower, I.I Chundrigar Road, Karachi, Sindh, Pakistan	Monday to Friday 11AM to 7PM	0304-1113767	warranty@snpdist.com
KPK	Office No. 22, 1st Floor, New Spinzer IT Tower, Main University Road, Peshawar, Pakistan	Monday to Friday 11AM to 7PM	0304-1113767	warranty@snpdist.com
Quetta	Building No A1, Opposite Airport Main Gate, Airport Road Quetta, Pakistan	Monday to Friday 11AM to 7PM	0304-1113767	warranty@snpdist.com



Remote Area Support:

- If a student is located in a remote area and is unable to physically visit a service center:
- The student must record a video clearly showing the laptop issue.
- The video should be sent to the Mechrevo UAN number through whatsapp (+92 304-1113767).
- Our technical team will review the case and guide the student accordingly.
- If required, the student may be advised to ship the faulty laptop to the nearest designated service center as instructed by Mechrevo support team.

Mandatory Documents

- At the time of laptop submission, the following are mandatory:
- Original Mechrevo Warranty Card
- University Stamp on Warranty Card
- Without these documents, the warranty claim will not be accepted.

Diagnosis & Resolution Timeline

- After receiving the laptop, our technical team will diagnose the issue and share the expected resolution time:
- Issue Type - Resolution Time
- Minor Issue (24 – 48 hours)
- Medium Issue (48 – 72 hours)
- Major/Core Issue (Up to 5 working days)

Notification & Collection

- Once the issue is resolved, the Mechrevo/SNP Customer Care team will contact the student on the provided mobile number at the time of ticket submission for laptop collection.

Customer Support Assistance

- Customer can also seek assistance through Mechrevo UAN (+92 304-1113767) for guidance on warranty claims.
- Should customers encounter any problems during the computer repair process, please contact our complaint hotline at (051 8482334).

Assistance for Customer Without Access

- If a student is unable to create the ticket due to lack of laptop access:
- The student must still visit the nearest service center in person.
- Our service team will assist in creating the ticket on the student's behalf.

Warranty Void Conditions

- Warranty will be considered void in the following cases:
- Physical or liquid damage
- Burnt components
- Damage due to voltage fluctuation
- Stolen parts
- Any unauthorized modification or alteration
- Laptop opened or repaired by unauthorized personnel
- (Complete warranty void cases file will share soon)

Important Note:

All warranty claims must strictly follow this process. Claims not routed through the Mechrevo/SNP Web Portal, UAN support, or authorized service centers will not be entertained.