

WhatsApp Conversation Record

Conversation between:	Tech Outlet ↔ Alex Rossi
Period:	September 2, 2026 to September 9, 2026
Total messages:	11
Attachments:	1 image, 2 audios (transcribed), 1 PDF document
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Content Type Legend

- Tech Outlet
- Alex Rossi
- Voice message transcription (.opus file)

September 2, 2026

Tech Outlet 09/02/2026 - 09:12 AM

Order #TO-4831 placed!  Thermal shipping-label printer + 2 adhesive rolls. Total: R\$389.90.

Alex Rossi 09/02/2026 - 09:13 AM

Good morning! I just paid by Pix. Here is the receipt.

Alex Rossi 09/02/2026 - 09:13 AM

ATTACHED PDF DOCUMENT

File: Comprovante_Pix_TO-4831.pdf



Tech Outlet 09/02/2026 - 09:14 AM

VOICE MESSAGE TRANSCRIPTION

File: PTT-20260909-WA0002.opus

"Thanks, Alex. I received the receipt. Once the Pix payment clears, your order goes to packing today and ships tomorrow at the latest. I'll let you know here."

September 3, 2026

Tech Outlet

09/03/2026 - 11:40 AM

Order #TO-4831 has shipped! 🚚 Tracking: TEX483109BR. The unit is new; the outlet price was only because of the damaged box.

September 8, 2026

Alex Rossi

09/08/2026 - 05:51 PM

It arrived and I installed it. Does the normal warranty still apply to an outlet item? The first label had a white stripe over the barcode.

September 9, 2026

Tech Outlet

09/09/2026 - 08:35 AM

Yes, it has a 12-month warranty. The invoice is your proof. Could you send a photo of the label and of the roll in its holder?

Alex Rossi

09/09/2026 - 08:56 AM



File: IMG-20260909-WA0002.jpg

Tech Outlet

09/09/2026 - 09:03 AM

VOICE MESSAGE TRANSCRIPTION

File: PTT-20260909-WA0001.opus

"From the photo, one guide is too far from the paper. With the printer off, center the roll and bring both guides in until they just touch it lightly. Then turn it on and hold the feed button until you hear the beep to recalibrate."

Alex Rossi

09/09/2026 - 09:18 AM

I did it and it printed perfectly! I had left it loose so it could run better. I invented maintenance before using it.

Tech Outlet

09/09/2026 - 09:30 AM

For replacements, look for direct thermal adhesive labels, 100 × 150 mm, with gaps between labels and a 25 mm core. No ribbon needed.