

How to Return Warranty Parts to Dell when Receiving Return Waybill



While Dell hopes that you never experience a part failure with your computer, from time to time you may require parts replacement on your system. Depending on the type of service contract you purchased and the part at issue, your coverage may include either a part sent directly to your address or the dispatch of a technician to replace the part. Please see your service contract (www.dell.com/servicecontracts) for specific details and procedures.

Unless Dell notifies you otherwise, when receiving a replacement warranty part, you are responsible for returning the defective part to Dell within 10 days of receipt of the replacement part. Each shipped replacement part includes a packing slip that provides you with information about how to return the defective part. Failure to return the defective part within 10 days may result in the suspension of your warranty service or charges for the then-current standard price for that part.

NOTE: Before you return the product(s) to us, make sure to back up data on a hard drive(s) or any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

We at Dell pride ourselves on providing the best customer experience by offering quality products and services. If for some reason you are not satisfied with your new system, we would like the opportunity to work with you to resolve your issues and ensure that your experience with Dell leaves you delighted. In the event that you still wish to return your system, here are a few things you should know:

- You may return your new or refurbished system up to 21 days from the date of invoice¹
- It is important that you return everything on your order, and that it is in its original packaging.
- We will credit your account for the price of the system (minus initial shipping and handling and applicable restocking fees).

4 Easy Steps to Arrange for a System Return

1. [Click here](#) to fill out the Return Request form.
2. Work with your Customer Care Representative to resolve your issue. If necessary, the Customer Care Representative will set up a Credit Return Authorization, and instruct you on carrier pick-up specifics.
3. Repack system with all of its original packaging, and arrange to have it shipped back to

Dell (Note: Dell recommends that you insure your shipment).

4. Once your system has been received back to Dell, you will receive credit on the full system price (excluding shipping & handling and applicable restocking fees) on your next billing cycle.² The customer is responsible for the cost of shipping the system back to Dell.

What if I am having technical issues with my system?

Dell makes it easy to resolve your technical issues through service and support. Every Dell Inspiron™ desktop and notebook comes with:

- An outstanding limited warranty³
- Dell's at-home/on-site,⁴ or mail-in service plan
- Online support at <http://support.dell.com/home.aspx>
- 24x7 phone support at 1-800-624-9896