

Warranties

Introduction

Dell-branded hardware products come with either a 90-day limited warranty, a one-year limited warranty, a two-year limited warranty, a three-year limited warranty, or a four-year limited warranty. The information below is a description of Dell's 90-day, one-year, two-year, three-year, and four-year limited warranties for systems purchased in the United States. The limited warranty covering your system will be noted on your invoice and included in the documentation accompanying your system.

NOTE: This information applies to the United States only, unless specifically stated otherwise.

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90-Day Limited Warranty (United States Only)

Dell, Inc. ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is 90-days beginning on the date of invoice, as further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or products purchased through the Software & Peripheral department. Monitors, keyboards, and mice that are Dell branded or that are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those products purchased through the Software & Peripherals department) are not covered.

During the ninety-day period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer Technical Support within the limited warranty period. Refer to the chapter titled "Getting Help" or "Contacting Dell" in your documentation to find the appropriate telephone number for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or software.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty term is not extended.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY

STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's 90-day limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

One-Year Limited Warranty (United States Only)

Dell, Inc. ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is one year beginning on the date of invoice, as further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or products purchased through the Software & Peripherals department. Monitors, keyboards, and mice that are Dell branded or that are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those products purchased through the Software & Peripherals department) are not covered.

During the one-year period beginning on the invoice date, Dell will repair or replace products returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer Technical Support within the limited warranty period. Refer to the chapter titled "Getting Help" or "Contacting Dell" in your documentation to find the appropriate telephone number for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or software.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty term is not extended.

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These provisions apply to Dell's one-year limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

Two-Year Limited Warranty (United States Only)

Dell, Inc. ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is two years beginning on the date of invoice, as further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (excepted as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or products purchased through the Software & Peripherals department. Monitors, keyboards, and mice that are Dell branded or that are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those products purchased through the Software & Peripherals department) are not covered. Product batteries for portable computers are covered only during the initial one-year period of this limited warranty.

Limited Warranty Coverage During Year One (United States Only)

During the one-year period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer Technical Support within the limited warranty period. Refer to the chapter titled "Getting Help" or "Contacting Dell" in your documentation to find the appropriate telephone number for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or software.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty term is not extended.

Limited Warranty Coverage During Year Two (United States Only)

During the second year of this limited warranty, Dell will provide, on an exchange basis and subject to Dell's Exchange Policy in effect on the date of the exchange, replacement parts for the Dell hardware product(s) covered under this limited warranty when a part requires replacement. You must report each instance of hardware failure to Dell's Customer Technical Support in advance to obtain Dell's concurrence that a part should be replaced and to have Dell ship the replacement part. Dell will ship parts (freight prepaid) if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect. Dell will include a prepaid shipping container with each replacement part for your use in returning the replaced part to Dell. Replacement parts are new or reconditioned. Dell may provide replacement parts made by various manufacturers when supplying parts to you. The limited warranty term for a replacement part is the remainder of the limited warranty term.

You will pay Dell for replacement parts when the replaced part is not returned to Dell. The process for returning replaced parts, and your obligation to pay for replacement parts if you do not return the replaced parts to Dell, will be in accordance with Dell's Exchange Policy in effect on the date of the exchange. You will pay Dell for replacement parts when the replaced part is not returned to Dell. If Dell elects to exchange a system or component, the exchange will be made accordance with Dell's Exchange Policy in effect on the date of the exchange. In any instance in which Dell issues a Return Material Authorization Number, Dell must receive the product(s) for repair prior to the expiration of the limited warranty period in order for the repairs to be covered by the limited warranty.

You accept full responsibility for your software and data. Dell is not required to advise or remind you of appropriate backup and other procedures.

General

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These provisions apply to Dell's two-year limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

Three-Year Limited Warranty (United States Only)

Dell, Inc. ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is three years beginning on the date of invoice, as further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or products purchased through the Software & Peripherals department. Monitors, keyboards, and mice that are Dell branded or that are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those products purchased through the Software & Peripherals department) are not covered. Product batteries for portable computers are covered only during the initial one-year period of this limited warranty.

Limited Warranty Coverage During Year One (United States Only)

During the one-year period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer Technical Support within the limited warranty period. Refer to the chapter titled "Getting Help" or "Contacting Dell" in your documentation to find the appropriate telephone number for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the

shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or software.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty term is not extended.

Limited Warranty Coverage During Years Two and Three (United States Only)

During the second and third years of this limited warranty, Dell will provide, on an exchange basis and subject to Dell's Exchange Policy in effect on the date of the exchange, replacement parts for the Dell hardware product(s) covered under this limited warranty when a part requires replacement. You must report each instance of hardware failure to Dell's Customer Technical Support in advance to obtain Dell's concurrence that a part should be replaced and to have Dell ship the replacement part. Dell will ship parts (freight prepaid) if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect. Dell will include a prepaid shipping container with each replacement part for your use in returning the replaced part to Dell. Replacement parts are new or reconditioned. Dell may provide replacement parts made by various manufacturers when supplying parts to you. The limited warranty term for a replacement part is the remainder of the limited warranty term.

You will pay Dell for replacement parts when the replaced part is not returned to Dell. The process for returning replaced parts, and your obligation to pay for replacement parts if you do not return the replaced parts to Dell, will be in accordance with Dell's Exchange Policy in effect on the date of the exchange. You will pay Dell for replacement parts when the replaced part is not returned to Dell. If Dell elects to exchange a system or component, the exchange will be made accordance with Dell's Exchange Policy in effect on the date of the exchange. In any instance in which Dell issues a Return Material Authorization Number, Dell must receive the product(s) for repair prior to the expiration of the limited warranty period in order for the repairs to be covered by the limited warranty.

You accept full responsibility for your software and data. Dell is not required to advise or remind you of appropriate backup and other procedures.

General

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These provisions apply to Dell's three-year limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

Four-Year Limited Warranty (United States Only)

Dell, Inc. ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is four years beginning on the date of invoice, as further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or products purchased through the Software & Peripherals department. Monitors, keyboards, and mice that are Dell branded or that are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those products purchased through the Software & Peripherals department) are not covered. Product batteries for portable computers are covered only during the initial one-year period of this limited warranty.

Limited Warranty Coverage During Year One (United States Only)

During the one-year period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer Technical Support within the limited warranty period. Refer to the chapter titled "Getting Help" or "Contacting Dell" in your documentation to find the appropriate contact information for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in the continental U.S., where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or software.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty term is not extended.

Limited Warranty Coverage During Years Two, Three, and Four (United States Only)

During the second, third, and fourth years of this limited warranty, Dell will provide, on an exchange basis and subject to Dell's Exchange Policy in effect on the date of the exchange, replacement parts for the Dell hardware product(s) covered under this limited warranty when a part requires replacement. You must report each instance of hardware failure to Dell's Customer Technical Support in advance to obtain Dell's concurrence that a part should be replaced and to have Dell ship the replacement part. Dell will ship parts (freight prepaid) if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect. Dell will include a prepaid shipping container with each replacement part for your use in returning the replaced part to Dell. Replacement parts are new or reconditioned. Dell may provide replacement parts made by various manufacturers when supplying parts to you. The limited warranty term for a replacement part is the remainder of the limited warranty term.

You will pay Dell for replacement parts when the replaced part is not returned to Dell. The process for returning replaced parts, and your obligation to pay for replacement parts if you do not return the replaced parts to Dell, will be in accordance with Dell's Exchange Policy in effect on the date of the exchange. If Dell elects to exchange a system or component, the exchange will be made accordance with Dell's Exchange Policy in effect on the date of the exchange. In any instance in which Dell issues a Return Material Authorization Number, Dell must receive the product(s) for repair prior to the expiration of the limited warranty period in order for the repairs to be covered by the limited warranty.

You accept full responsibility for your software and data. Dell is not required to advise or remind you of appropriate backup and other procedures.

General

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These provisions apply to Dell's four-year limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

"Total Satisfaction" Return Policy (United States Only)

If you are an end-user customer who bought new products directly from a Dell company, you may return them to Dell within 30 days of the date of invoice for a refund or credit of the product purchase price. If you are an end-user customer who bought reconditioned or refurbished products from a Dell company, you may return them to Dell within 30 days of the date of invoice for a refund or credit of the product purchase price. In either case, the refund or credit will not include any shipping and handling charges shown on your invoice. If you are an organization that bought the products under a written agreement with Dell, the agreement may contain different terms for the return of products than specified by this policy.

To return products, you must call Dell Customer Service to receive a Credit Return Authorization Number. Refer to the chapter titled "Getting Help" in your system's troubleshooting documentation to find the appropriate telephone number for obtaining customer assistance. To expedite the processing of your refund or credit, Dell expects you to return the products to Dell in their original packaging within five days of the date that Dell issues the Credit Return Authorization Number. You must also prepay shipping charges and insure the shipment or accept the risk of loss or damage during shipment. You may return software for a refund or credit only if the sealed package containing the diskette(s) or CD(s) is unopened. Returned products must be in as-new condition, and all of the manuals, diskette(s), CD(s), power cables, and other items included with a product must be returned with it. For customers who want to return, for refund or credit only, either applications software or an operating system that has been installed by Dell, the whole system must be returned, along with any media and documentation that may have been included in the original shipment.

This "Total Satisfaction" Return Policy does not apply to items purchased from our Software & Peripherals division. For those items, please instead refer to the Software & Peripherals division's then-current return policy. The "Total Satisfaction" Return Policy also does not apply to Dell | EMC storage products.

Warranty Return for Products

Warranty Return for Repair for Products with Mail-in Service

Per the terms of the service contract and the Dell Limited Hardware Warranty that applies to the system you purchased, your coverage may require that you return your system to Dell for repair. Please review your invoice or order form, service contract and Dell's warranty terms and conditions to determine whether you must return your system for repair.

If Dell requires that you return your system to Dell for repair, please follow the steps below.

Preparing your system for shipment:

1. Prior to shipping the system for repair, remove any add-on equipment and removable media such as memory, flash drives, CDs, etc.
2. Please back up the information on your system. As a part of the repair process, all software on the system will be reset to original specifications. Dell is not responsible for loss suffered by you as a result of any data left on your system that is shipped to Dell for repair, and Dell will not be responsible for restoration or reinstallation of any programs or data.
3. Include all Dell-branded components with the system in the box such as AC adaptor, battery etc.

Packing & Shipping Steps:

Step 1: Fill out the required Dell [Repair Form](#) and include in the shipping box.

Step 2: Pack your system in the original packaging or in a similar quality box with protective bubble-wrap. Ensure snug fit so it does not shift or get damaged in transit.

Step 3: Place shipping [label](#) with support request dispatch number provided by Dell Technical Support onto the box and ensure the label is legible.

Step 4: Ship the system - Take your package to a courier or shipping service provider of your choice. Dell recommends you use a provider with tracking and insurance services.

Upon receipt of your system, it will take approximately 10-14 business days for the system to be returned. If some of the performance issues are unclear, cannot be reproduced by our technicians or require your attention our repair team may contact you for additional information.

Check Status: For a status update on your service request, please [click here](#) and enter your system's Service Tag, Express Service Code or Support Request Dispatch Number.

Extend your existing warranty.

Get peace of mind knowing your system will be safer, for longer.



Extend your existing warranty contract

Take this opportunity to extend your limited hardware warranty or service contract over the phone or online to protect your investment.

1. Locate your services tag.

Have this information handy before you call or go online to extend your service contract or warranty.



The Service Tag is a 5-7 alphanumeric character code that is unique to your product, and the other Product ID named Express Service code is 10-11 numeric code. Few products like Wyse, Force10, EquaLogic, Compellent, may also use their Serial Number for additional support. [See more information.](#)

2. Extend your service contract or warranty. It's easy - either call or click

- Call 1-800-348-6147 
- Get a quote to renew your service [here](#)

Note: Dell does not offer warranty extension for printers.

You can extend your Dell warranty for up to 5 years from the original date of purchase for commercial [laptops](#), [desktops](#), [all-in-one PCs](#), [2-in-one PCs](#) and [workstations](#) for work, 4 years for consumer [laptops](#), [desktops](#), [all-in-one PCs](#), [2-in-one PCs](#) and [Alienware](#) products for home, and 3 years for tablet devices. Dell does not offer warranty extension for printers.

<http://www.dell.com/support/incidents-online/us/en/19/email/extend-warranty>

No warranty, no problem.

With our hardware repair service, you can keep your gear running longer.



Let Dell fix your Dell!

Is your computer broken or slow?

Don't worry - if you're experiencing a problem with your Dell computer, call us. We're the experts on Dell PCs and Tablets and we're ready to help. Reach a Dell-trained expert by calling us or clicking to chat.

Easy as 1-2-3:

1. **Let's figure out what might be wrong. Call us at 1-800-288-4410** or

Not sure if you have warranty coverage? We can determine your coverage over the phone or through chat.

2. **We explain your repair options.**



Dell can repair nearly every type of hardware issue. Some of the most common repairs we fix are:

Hard Drives Batteries

Solid State Drives Memory

Motherboards Graphics Cards

LCD Screens Processors

Keyboards

How it works:

Prices include the repair or replacement of the part, any labor, and all shipping. You send it to us with a label we provide, we repair your system and then ship it back to you. It's that easy.

or Call us at 1-800-288-4410

3. Let's fix your device.

We're the experts on Dell systems. You can be confident that your repairs are being resolved by our experts. No system issue is too complex. We offer:

- Competitive pricing
- Dell trained technicians
- Dell genuine parts available
- Onsite or mail-in available

or Call us at 1-800-
288-4410

Warranty Parts Return

Unless notified otherwise, you are responsible for returning the defective part to Dell within 10 days of receipt of the replacement 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.

Return your defective parts to Dell using the provided return waybill by following these steps:

Pack: Place the parts you are replacing in the box received. Prevent damage during shipping by carefully packing the parts. Seal the box.

Label: Place the supplied return label on the outside of the box over the original shipping label.

FedEx Ground waybill:

- Either call 1-800-463-3339 to arrange a pickup or drop off the package at an authorized FedEx shipping location. For a local FedEx location, go to: <http://www.fedex.com/us>.

FedEx SmartPost label:

- Place the package in a residential mailbox
- Or drop in a USPS mailbox
- Or take the package to the post office.
- Or schedule a pickup with USPS on the web at <https://tools.usps.com/go/ScheduleAPickupAction!input.action>
- Or drop off the package at a FedEx Service Station/authorized FedEx shipping site.

SPECIAL NOTES:

1. Keep a record of your return Ground waybill or SmartPost number for tracking.
2. Before you return storage hardware (CPU, hard disks) or devices containing storage hardware to us, make sure to back up your data. 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.
3. Depending on your purchased service contract and the part, your coverage may include a part sent to your address or the dispatch of a technician to replace the part. View your [service contract](#) for specific details and procedures. View [warranty terms and conditions](#) to see if your part is covered.
4. **Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.**

