

## **Dell Certified Refurbished PCs Warranty Instructions**

Certified refurbished PCs are laptops and desktops that have been returned to Dell, put through the production process and then again retested to ensure they meet all original factory specifications. The configuration and accessories of certified refurbished PCs may have some differences from the original ones on Dell website.

All the certified refurbished systems may have some observable cosmetic blemishes, but they will not affect performance. You can enjoy the certified refurbished PCs that go through tests as normal products at a more favorable price.

### **Limited Warranty**

Dell provides certified refurbished PCs with limited warranty. The warranty period shall be 12 months for hardware of products and 3 months for batteries of laptops, starting from the date of Dell's issue of an invoice. These limited warranties shall exclude peripherals, software, appearance, WUR (whole unit return), refund, and global support. Dell will not extend warranty or change the warranty type.

In the event that a product or any part hereof breaks down due to the End User's normal use within the warranty period, Dell Engineer will go to End User's site to carry out the repair or replacement if necessary after diagnosis and support with Dell technician via phone.

The warranty period of replaced parts is 3 months or the remaining days of the originals, whichever ends last.

Except where no disclaimer is allowed under the law, Dell will provide no warranty services for the breakdown of Products or parts resulting from any of the following reasons:

1. Wear and tear that do not affect normal use;
2. Accident, abuse, misuse;
3. Electrical power problems;
4. Usage and/or storage and/or installation not in accordance with product instructions;
5. Failure to perform required preventive maintenance;
6. Acts of God, fire, flood, war, act of violence or any similar occurrence;
7. Any adjustment, repair or support to the Products by any person other than Dell's personnel or personnel authorized by Seller or problems caused by the use of parts and components not supplied by Dell.

<b>Region</b>	<b>Certified Refurbished PCs</b>	<b>Hotline</b>	<b>Service Hour</b>
<b>HK</b>	Notebook/Desktop	00852-2969-3189	Mon to Fri 9:00-18:00
	XPS / Adamo / Alienware	00852-3416-6923	Mon to Fri 9:00-18:00
<b>Macau</b>	Notebook/Desktop	00853-0800-702	Mon to Fri 9:00-18:00

**Contact Dell Technicians:**

Tell your problems to Dell Technicians and provide them the information as below:

- Express service code or service tag (Detect Express service code)
- Operating system and version installed, which system is running while problems occur
- Peripheral device used
- When the problems occur and any error information and/or error code received
- What are you operating while problems occur? If your monitor/notebook battery has trouble, please check the PPID# including DS/N JP-021KEV-42011-12C-0343 before you contact Dell Technician for telephone-based troubleshooting process
- What actions do you take to solve the problem, including diagnosis result

Cooperate with Technicians to solve problems.

Unity and cooperation is the key to solve problems successfully. Please listen to Technicians' suggestions carefully and follow their instructions. Tell them what is going on while you are operating what they suggest.