DELLTechnologies

Repair Center – Repair Checklist

1 | Before sending remember to

- ☐ **Back up your data** - your data may be lost during the repair process.
- ☐ Remove all confidential, sensitive, or proprietary information.
- ☐ Include the hard drive - do not remove from device.
- ☐ Include the battery - do not remove from device.
- ☐ Only include the power adapter or cord for power issues or if damaged. Place in bubble bag provided.
- ☐ Do not include any personal items like SIM cards, CDs/DVDs, memory cards, PC cards, external drives.
- ☐ Personal stickers may be damaged during the repair process.

2 | Important information about your repair and personal data

1. Failure to include your hard drive or provide your username and password may result in a delay or incomplete repairs. The repair may require the Hard Drive or SSD to be replaced or the Operating System to be reinstalled which may result in **DATA LOSS**.
   Do you agree to let Dell reinstall the Operating System if needed as part of the repair process? Check your answer below.

   ☐ Yes   ☐ No   ☐ Contact me first

2. Please share the details regarding the concerns that you have with the system and any steps we should take to duplicate the problem. This will help us diagnose and resolve accurately.

   - Is the problem intermittent (random) or does it show up all the time?   ☐ Intermittent   ☐ All the time
   - Please, explain the problem in the space below.

3 | Please complete the fields below

Your Name

**Your Email**

System Login User Name

Your Phone Number

System Login Password

Service tag (7-Alphanumeric code on your system)

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Visit online to follow
the status of the service
dell.com/support/incidents-online

4 | How to pack your device in the box

Follow these instructions carefully to ensure your system arrives safely.

☐ Remove the plastic bag, bubble bag, and shipping label from the box.

☐ Insert your system in the plastic bag to protect it from scratches.

☐ Place the wrapped system into the airbag or foam as shown.

OR   OR
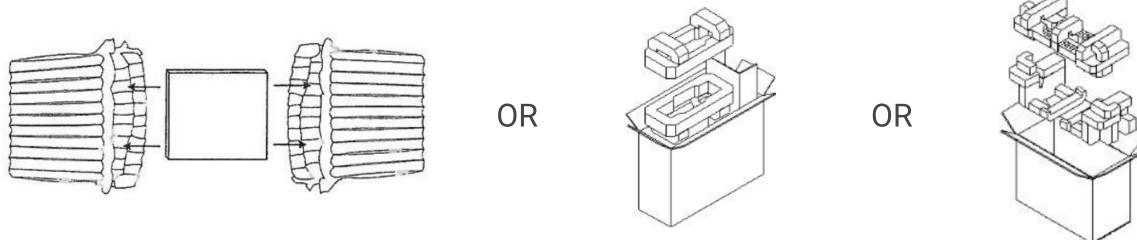
> **Quick Tip** 💡 For smaller devices, fold the top and bottom layer of the air bag into the middle to ensure a snug fit and prevent movement

OR   OR
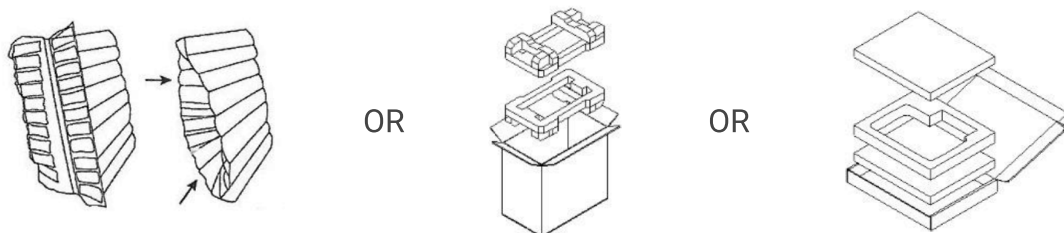
☐ Insert the unit into the box.

☐ Some kits have a bubble bag for the adapter, place the power adapter into the bubble bag, seal, and place at the rear of the box.

☐ Insert this completed repair checklist into the box.

☐ Close the box and seal with tape.

☐ Attach preprinted shipping label so that it completely covers the old shipping label on the outside of the box. Make sure you DON'T cover the "UN 3481" label.

5 | Shipping your device

Look at the shipping label to identify if the carrier is FedEx or UPS. Once you have identified your carrier, you may take your system to any drop-off location for that carrier or arrange pickup.

☐ To find an authorized drop off location visit: www.fedex.com/locate or www.ups.com/dropoff

☐ To schedule a FedEx free pick-up call: 1-800-463-3339

☐ To schedule a UPS free pickup call 1-800-742-5877

☐ Ensure you keep your package receipt to track your shipment.

⚠️ **DO NOT DROP YOUR DEVICE IN A FEDEX OR UPS DROP BOX.**