

Dell Repair Center - Repair Checklist Track Your Repair: https://depotstatustool.dell.com



Preparing your device for shipment:

To ensure we provide you the best possible service, please return your system quickly and follow the checklist below when packing your system.

 Did You Remember To? □ Include the Battery - Do Not Remove from Device □ Include the Power Adapter / Cord for power related failures. Place in bubble bag provided. □ Include the Hard Drive - Do Not Remove from Device □ Backup Your Data - Your data may be lost during the repair process □ Remove All Confidential, Sensitive, or Proprietary Information □ Do not include any personal items: CDs/DVDs, Memory Cards, PC Cards, External Drives 	
 Important information about your repair and personal data: Failure to include your Hard Drive or providing your User Name and Password may result in a delay or incomplete repairs. You may also remove the password from your account or create another administrator account prior to shipping. The repair may require the Hard Drive/SSD to be replaced or for 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? Please circle your answer below. 	
	YES NO
3. Please share the details regarding the concerns you have with the system and any steps we should take to duplicate the problem. This will help us diagnose & resolve accurately.	
Is the problem intermittent (random) or does is show up all the time?	
Please complete	e the form below:
•	needed to ensure we can reach you if we have any questions.
Name:	
Email:	
Phone Number:	
Service Tag:	
2230	(The service tag is a 7-digit code typically found on the bottom of your system)
Username:	Password:



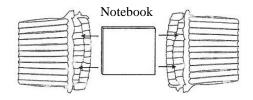
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How to pack your device in the box:

Reference the diagram to properly pack your system for shipment. Failure to follow these instructions could cause damage to your system.

- ☐ Wrap the system with the plastic bag provided to protect from scratches.
- ☐ Insert your system in the plastic air bag for Notebook or Foam for Desktop.
- ☐ Place the wrapped system the box.

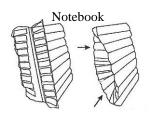


Desktop

OR



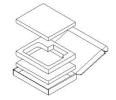
Note: For smaller devices, fold the top and bottom layer of the air bag into the middle to ensure a snug fit and prevent movement.





Desktop

OR



- ☐ Insert the system into the box.
- □ Some kits have a bubble bag for the adapter, place the power adapter into the bubble bag, and place to the side of the box system.
- ☐ Insert this completed repair checklist into the box.
- ☐ Close the box and seal with packaging tape (not included).
- Attach pre-printed shipping label over the old shipping label on the outside of the box. **Note:** Ensure that the old shipping label is completely covered.



Shipping your device:

You may take your laptop to any FedEx drop-off location (FedEx Office, FedEx Express, OfficeMax, or FedEx Ship Center). You may also arrange a free pick up by calling the phone number below:

- 1. To find an authorized drop off location visit: www.fedex.com/locate
- 2. To schedule a free pick-up call FedEx: 1.800.463.3339
- 3. Ensure you keep a copy of the tracking information for your records.



4. DO NOT DROP YOUR DEVICE IN A FEDEX DROP BOX.