



Dell Repair Center - Repair Checklist

Track Your Repair: 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 / Power cord
- 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
- Remove all CDs/DVDs, memory cards, PC cards, external drives



Please complete the form below:

This information is needed to ensure we can reach you if we have any questions about your device during the repair.

Name: _____

Email: _____

Phone number: _____

Service tag: _____

(The service tag is a 7-digit code typically found on the bottom of your system.)

Username: _____

Password: _____

Note: Failure to provide your username and password may delay or prevent us from completing your repair. You may also remove the system password prior to shipping the unit instead of providing it above.



By checking this box I agree to let Dell reinstall my operating system if needed as part of the repair process. I understand that this will result in a complete loss of data.

Questions during the repair process?

Consumer Support: 1.800.847.4096

Commercial Support: 1.800.387.5757





Dell Repair Center - Repair Checklist

Track Your Repair: depotstatustool.dell.com



How to pack your device in the box:

Failure to follow these instructions may cause damage to your system which is not covered by Dell's hardware warranty. You will be liable for any costs associated with damage while in transit.

You may procure a specialized laptop shipping box at any FedEx ship location at your expense. Additional options below:

Bubble packaging:

- Wrap the system on all sides using at least 3 inches of bubble packaging.
- Wrap the AC adapter or any additional items separately from your system to prevent damage.
- Select a box size so that all wrapped items fit snugly to prevent shifting in transit.

Loosefill foam peanuts:

- To prevent shifting, you should pack your system in an inner box with loosefill foam allowing for 2 inches of padding on each side.
- Place the inner packaging in a box with an additional 2 inches of loosefill foam.

Dell retail packaging:

- Dell retail packaging should be packaged using a 2-box method as it is not designed for freight shipments.
- Pack your retail box in an outer box using at least 2 inches of loosefill foam or wrap with 2 inches of bubble packaging.

Note: Ensure that the old shipping label is completely covered.

Shipping your device:



You may take your laptop to any Purolator drop-off location including any Purolator Office Store, or authorized Purolator ship center. For location information, go to Purolator.com, click on the "Ship & Track" banner and then click "Find Locations". Additionally, many businesses have Purolator pick up service. The pickup is free if you use the prepaid label.

You may also arrange a free pick up by calling the phone number below:

1. To find an authorized drop off location, visit: **www.purolator.com**
2. To schedule a free pick up, call Purolator: **1.888.744.7123**
3. Ensure you keep your package receipt to track your shipment.
4. **DO NOT MAIL YOUR DEVICE FROM A DROP BOX.**



Dell is not responsible for confidential, proprietary, or sensitive information on your device. As part of the repair process, we may have to perform a factory reset which will result in a complete loss of data. This will reinstall the version of the operating system that was originally installed on your device from the factory. Failure to not include the required devices when you send in your system may delay your repair or limit our ability to thoroughly test your system.

Questions during the repair process?



Consumer Support: 1.800.847.4096
Commercial Support: 1.800.387.5757