

## **DELL WARRANTY PROCEDURE**

Dell Customer Service Phone # 1-888-362-3355

Dell Technical Support for issues covered under Warranty # 1-800-822-8965

Dell Online 24/7 at

- [www.dell.com/support](http://www.dell.com/support)
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### **You will need the Service Tag number from computer**

By going through the Online Support website,

At "Enter a Service Tag or product ID", put in the Service Tag from the computer.

Click Submit.

On the left you will see different items such as Diagnostics, Support Topics, Warranty etc.

To find out if your item is still under warranty, click on the Warranty tab. Type in code in the right spot on next page, click Submit. The warranty details will show up on the next screen.

At this point if you see your item is still under warranty, you can go through the several troubleshooting items that the Diagnostics and/or Support Topics provide, OR get a Dell representative to talk you through via the phone, or chat with you through the process by clicking Contact Us on the right, Technical Support, and then Chat.

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When you get in contact with Dell, they will take Remote Access to see what is happening with your computer. You will need to plug in the keyboard and mouse and follow the instructions of the Dell representative.

If the problem is not solved, they will schedule a technician to come to you to diagnose the computer, as long as you have the 3-year maximum extended warranty. If the technician at that point still hasn't handled the issue, then the computer will need to be shipped to a Dell service station. The technician cannot take or send the computer, you will need to do it to make sure the computer goes to and returns back to the same location. Dell will provide you with a prepaid label so there will be no shipping costs to you. With basic computer problems, the repair takes usually 3-5 days. For more intense issues, it can be 1-2 weeks.