



The Worry-Free Warranty Bundle (3-3-3)



Select Dell consumer products include a 3-year In-Home Limited Warranty, 3-year Complete Care™ Accidental Damage Service, and 3-year Computrace LoJack® Theft Protection. The 3-3-3 bundle is included with the following select models: Inspiron 15, Studio 15, Studio XPS, Inspiron 546s, Studio One 19. Adamo includes the 3-year In-Home Limited Warranty, and 3-year Complete Care™ Accidental Damage Service. Inspiron Mini 10 includes a 2-year In-Home Limited Warranty.

In-Home Limited Hardware Warranty

The following sections describe the limited warranties for the U.S.:

What is covered?

This limited hardware warranty covers defects in materials and workmanship in Dell-branded hardware products, including Dell-branded peripheral products.

What is NOT covered?

This limited hardware warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software
- Non-Dell branded products and accessories
- Problems that result from:
 - External causes such as accident, abuse, misuse, or problems with electrical power
 - Servicing not authorized by Dell
 - Usage that is not in accordance with product instructions
 - Failure to follow the product instructions or failure to perform preventive maintenance
 - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered Service Tags or serial numbers
- Normal wear and tear

Repair Service

The user may contact Dell by phone (1-800-234-1490) or in an online chat session (http://support.dell.com/support/topics/global.aspx/support/chat/hardware_chat). With a high speed internet connection and permission from the user, the Dell technicians can take control of the computer, diagnose issues the user may be having and often treat those issues the same day.

In-Home Service

For issues covered by the Limited Hardware Warranty, a technician and/or part will be dispatched, if necessary, usually within 1 or 2 business days following completion of Remote Diagnosis, which is the determination by online/phone technician of cause of issue and may involve customer access to inside of system and multiple or extended sessions.

If non-Dell options added to the system are found to be the cause of the reported problem, a service charge may be applied. Dell reserves the right to send the user a whole replacement for the system or a replacement for portions of the system rather than repairing and returning the system that was sent for repair.

All service parts removed from the system become Dell's property.

If Dell determines that the problem is not covered under this warranty, the user will be notified and informed of service alternatives that are available on a fee basis.

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Offer Your Customers a Peace of Mind

Complete Care™ Accidental Damage Service

...because accidents do happen.

With CompleteCare Accidental Damage Service, the system is protected from the realities of life and travel, including bumps, drops, spills and other accidental damage.

This gives the user the ability to protect their purchase from many unforeseen circumstances.

What is covered?

This service covers repair and replacement of the PC in the event of most damage not covered under limited warranty, including:

- Liquid spilled on or in unit
- Drops, falls and other collisions
- Electrical surge
- Damaged or broken LCD due to a drop or fall
- Accidental breakage

Complete Care service excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Customer may be required to return unit to Dell.

What is NOT covered?

- Damages caused by natural disasters like fire, flood, or other acts of nature
- Intentional damage (ex: hammer marks on computer)
- Normal wear (does not affect system performance) and consumables (batteries, bulbs)

Repair or Replacement Service

In the event that one of your systems is accidentally damaged, simply call Dell's 24-hour technical support line (1-800-234-1490). After determining the cause and extent of damage to your system, Dell will work to get your system operating again quickly. Services include sending replacement parts, repairing the unit at Dell's repair facility, or completely exchanging your system.

Computrace LoJack® for Laptops

Computrace Lojack for Laptops is an anti-theft security package that can be embedded into a computer's basic input/output system (BIOS) and installed onto the hard drive of the computer system. In the event that the computer is stolen, the user will alert the Absolute Monitoring Center and the Absolute Recovery Team can track the computer's location and work with the police to recover it .

This service does not cover or pay for a new laptop if the original laptop is never located.

Report a Theft

If you are a LoJack® for Laptops customer with an active subscription and your computer has been stolen, you must complete the following steps:

1. Report the theft to local law enforcement as soon as possible.
2. Report the theft to Absolute Software. Log in to your account (<https://www.lojackforlaptops.com/customer/login.aspx>) and complete the Report a Theft tab.

If you experience difficulty logging in to your account, contact Absolute Software by phone at 1-877-337-0337.