

# Getting Your Dell Laptop Repaired

There are three options for repairing your broken Dell laptop:

- **Call Dell directly for service.**
- **Call Dell yourself then let us be the drop off / pickup point.**
- **We can handle the whole process.**

- **Call Dell directly at: 800-624-9896**- Be sure to have the serial number and model number of your laptop ready (it's located on a label on the bottom of the machine). Also, be ready to turn your machine on, so you may need to have your power supply and restore disks handy.

### When the box comes:

- Fill out the form Dell sent with the box.
- If you send in your AC adapter or power cord, be sure to mark it on the form.
- Make a copy for your records.
- Include their original form in the box.
- Call UPS to arrange pick up: 800-742-5877.

- **Use our store as the drop off / pickup point:** If you are not able to be present to have your computer picked up or delivered at your address, you may use our address. You get a case number and a box from Dell, then let us handle the shipping. Dell will send a box to the address you give them (NOTE: there may be a charge for the box, usually \$15 - \$25). If you plan to use our store as a depot **be sure to bring this form with you** when you drop off your computer.

Call Dell at: 800-624-9896

Your Name / Date / Password \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Your Phone / Email \_\_\_\_\_ / \_\_\_\_\_

Description of the problem \_\_\_\_\_  
\_\_\_\_\_

Serial # / Part # / Model \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Case # \_\_\_\_\_

The technician at Dell will ask you to describe the problem you are having with your computer and may also suggest several things to try before they will ask you to ship it to them. If they want you to send your machine in for repair they will give you instructions on what to do. There will probably be a charge for the shipping box.

**Sending the box to the University Center Computer Store** - Here is our shipping address:

**University Center Computer Store  
1502 West Cumberland Avenue, Room 248  
Knoxville, TN 37996**

- **We can handle the whole process.** We charge \$50 to do all the work for you including, diagnostics, getting a box and case number, and shipping.

**If you have questions** or concerns please call or email us: 974-5700, repairs@utk.edu

Sent to Dell Date: \_\_\_\_\_ Returned Date: \_\_\_\_\_ Invoice # \_\_\_\_\_  
Called for pickup:  Left Message  Voice Mail  No Answer  Busy  Emailed