

Dell Claim Form B

Current contact information:

**Name and address under which purchase
was made (if different):**

Name: _____

Address: _____

Telephone (day): _____

Email address: _____

INSTRUCTIONS: Please complete this form and mail it, along with copies of any supporting documentation that you have to NYS Office of the Attorney General, Consumer Frauds Bureau, The Capitol, Albany, New York 12224. All forms must be completed, signed and postmarked by **December 15, 2009** to be accepted. Please attach additional sheets, as necessary, to explain or supplement your answers. If you are submitting any other Dell claim form(s) please include all forms in the same envelope.

1. When did you purchase the computer or other electronic product from Dell? _____
(Mo./Yr.)

(Please provide your best estimation if you do not know the exact date).

2. How much did you pay for the equipment (excluding any service contract)? _____

_____ If you do not know the exact amount, please choose from the following:

_____ less than \$500

_____ \$1,500-\$2,000

_____ \$500-\$1,000

_____ more than \$2,000: _____ (estimated price)

_____ \$1,000-\$1,500

3. Did you purchase a service contract from Dell that promised “at home” or “on site” service?

___ Yes

___ No

4. At any point since May 14, 2004 did you contact Dell for service while your equipment was covered by a warranty or service contract?

___ Yes

___ No

5. Was the problem(s) for which you sought assistance covered by your warranty and/or service contract?

___ Yes

___ No

Please provide a short description of your experience attempting to get service from Dell.

8. At any point during your contact with Dell's technical support department did you remove the cover from your computer at the direction of a technician to remove, reinstall or otherwise manipulate or examine internal components?

___ Yes ___ No

If "Yes", please describe your experience:

9. Have you incurred any expenses as a result of any delay or failure by Dell to repair or replace your equipment (*e.g.*, hired a third party to perform repairs, rented a computer or purchased a new one)?

___ Yes ___ No

If "Yes", please complete the following:

- a. Amount of Expense(s): \$ _____
Attach any proof to substantiate the expense (e.g., receipts, invoices, credit card statements).
- b. Explain what this expense is for:

- c. If you purchased a new computer because of Dell's delay or failure to repair your equipment, please indicate when you purchased the new computer: _____
(Mo./Yr.)

(If you don't recall the exact time frame, please provide an estimated time frame).

READ THE FOLLOWING BEFORE SIGNING

PLEASE ATTACH TO THIS FORM **PHOTOCOPIES** of any documents you have to support your Claim. **DO NOT SEND ORIGINALS.**

I understand that any false statements made in this Claim Form are punishable as a Class A misdemeanor under Section 175.30 and/or Section 210.45 of the New York Penal Law.

Signature: _____ Date: _____

Print Name: _____