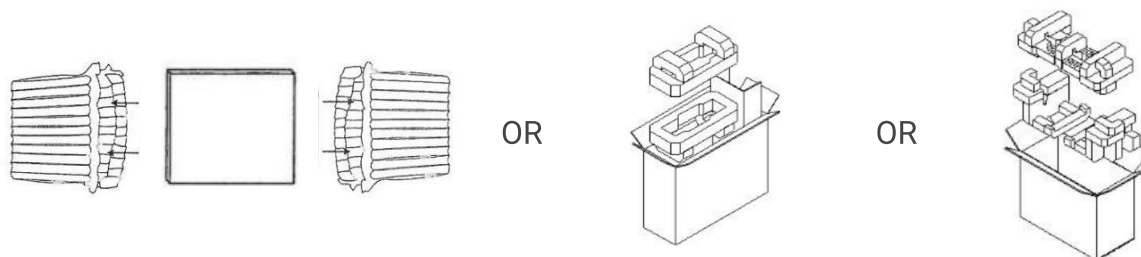


## How to pack your computer in the box

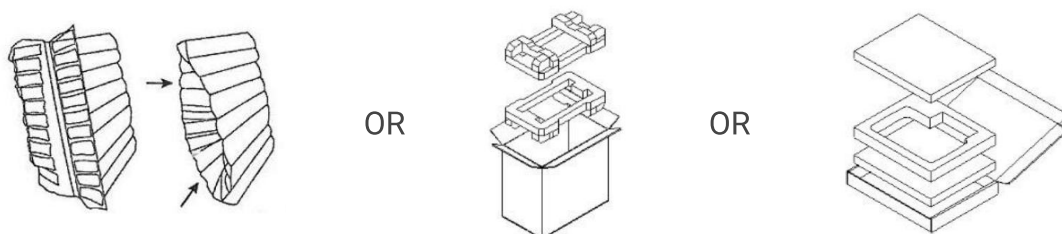
Follow these instructions carefully to ensure your system arrives safely.

1. Remove the plastic bag, bubble bag, and shipping label from the box.
2. Insert your system in the plastic bag to protect it from scratches.
3. Place the wrapped system into the airbag or foam as shown.



### Quick Tip

For smaller devices, fold the top and bottom layer of the air bag into the middle to ensure a snug fit and prevent movement.



4. Insert the unit into the box.
5. Place the power adapter (if returning) into a separate bubble bag included in some kits.
6. Seal the bag and place at the rear of the box.
7. Close the box and seal with tape.
8. Attach preprinted shipping label so that it completely covers the old shipping label on the outside of the box. Make sure you DON'T cover the "UN 3481" label.
9. **Look at the shipping label** to identify if the carrier is [FedEx](#) or [UPS](#). Once you have identified your carrier, you may take your system to any location for that carrier or arrange pickup.
10. Ensure you keep your package receipt to track your shipment.



**DO NOT DROP YOUR DEVICE IN A FEDEX OR UPS DROP BOX.**

## 1 | Before sending your computer, make sure to do the following:

- ☐ **Back up your data.** It could be lost during the repair process.
- ☐ Remove all confidential, sensitive, or proprietary information.
- ☐ Include the hard drive with the device.
- ☐ Include the battery with the device.
- ☐ Only include the power adapter or cord for power issues or if damaged. Place in bubble bag if provided.
- ☐ Do not include any items like SIM cards, CDs/DVDs, memory cards, PC cards, external drives or personal stickers which may be damaged during the repair.

## 2 | Read this important information about your repair and personal data.

1. The repair may require the Hard Drive or Solid State Drive to be replaced, or the Operating System to be reinstalled, all of which may result in **DATA LOSS**.

Do you agree to let Dell replace the Hard Drive or Solid State Drive, or reinstall the Operating System if needed as part of the repair process? Check your answer below.

☐ Yes      ☐ No      ☐ Contact me first

2. Share the concerns you have with the system in detail, and include steps we should take to duplicate the problem. Your input will help us diagnose and resolve accurately.

- Is the problem intermittent (random) or does it show up all the time? ☐ Intermittent      ☐ All the time
- Explain the problem in the following space.

## 3 | Complete these fields.

Your Name

Your Email

Your Phone Number

Service Tag (7-Alphanumeric code on your system)



To avoid delays with your repair, ship your device as soon as possible.