

Stay on top of things – even when accidents happen.

Accidental Damage Service



Get back to work quickly and efficiently

You can't prevent surges, drops and spills at work or at home, but you can recover from mishaps fast with Accidental Damage Service¹.

Whether client devices are used in a classroom, a hospital, on the road or in an office, accidents are inevitable. So when an employee calls about a damaged device, be ready with Accidental Damage Service.

Dell gives you peace of mind knowing you can easily repair devices used by your mobile employees, even when they're traveling or working off-site. That makes it an ideal option for systems that are routinely exposed to high-risk conditions, including those used in medical, retail, classroom, police and military settings.

Coverage for everyday accidents and high-risk situations

Accidental Damage is a great complement to your Base Warranty or upgraded service contract.

If a system is accidentally damaged, you simply contact Dell and our technicians will provide instructions for either sending the unit to a service center for repair² or scheduling an onsite repair.

If you have Base Warranty or Base Warranty with onsite, including Basic service extensions with onsite, we will request you send your system to a service center for repair so that we can physically examine it and perform comprehensive diagnostics to determine the extent of damage, including potentially unknown or internal damage.

We then complete the necessary repairs, ensure the system has passed all repair lab quality assurance and functionality tests and send the system back to you. If you purchase an upgraded service contract, such as ProSupport, ProSupport Plus or Premium Support, you will have the option for onsite repair.

Peace of mind - Enhanced coverage for damage not covered by the hardware warranty.

Value - Reduce out-of-pocket expenses for unexpected repairs.

Productivity - Get users back to business quickly and efficiently.

International coverage³ - Technical support is available if accidental damage occurs while traveling.

Examples of accidental damage where the hardware unit would be repaired or replaced include:

- Liquid spilled on or in the unit
- Drops, falls and other collisions
- Electrical surges
- Damage or broken LCD due to a drop

Examples of damage where the hardware unit would not be repaired or replaced include:

- Damage due to fire or natural disasters
- Intentional damage
- Normal wear & tear
- Cosmetic damage
- Consumable parts (ex. bulbs, toner)
- Theft

Accidental Damage Service for client devices are available for laptops, desktops, tablets, thin and zero clients.

¹ Accidental Damage Service is only available during the term for Dell's limited hardware warranty or upgraded service contract and 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. Limit of 1 qualified incident per contract year. For complete details, visit Dell.com/servicecontracts

² Dell pays all freight costs.

³ Claims outside the country in which the contract is purchased are limited to a reasonable effort basis and may not be available to all customers. In addition, out of country support will not include whole unit replacements.

Availability varies by country. To learn more, customers and Dell Channel Partners should contact their Dell sales representative for more information.