

**DELL CLAIM FORM**  
**ALASKA ATTORNEY GENERAL'S OFFICE**  
**CONSUMER PROTECTION UNIT**

Please review the entire form and instructions BEFORE filling out the form. If you are filing a claim for more than one product or service, you will need to fill out a separate claim form for each product or service. Feel free to make copies of this form or contact our office for additional forms. Please attach additional pages if necessary, and include copies (not originals) of documents that explain or support your claim. Be sure to include a dollar amount in the "Amount you claim you are owed" (Section 10) even if that amount is your best estimate. Please do your best to provide complete information. If you cannot provide all the information we are requesting, it will not necessarily eliminate your claim. However, we may need to obtain additional information from you, which could delay consideration of your claim. NOTE: IT IS IMPORTANT TO FILL OUT BOTH PAGES OF THIS FORM AND TO MAKE A COMPLETE COPY, WITH ANY ATTACHMENTS, FOR YOUR RECORDS. **THE DEADLINE FOR CLAIMS IS APRIL 13, 2009.**

**CLAIM INFORMATION**

**1** "Dell Preferred Account" number (if known/applicable): \_\_\_\_\_

**2** Dell product or service you are filing a claim for: \_\_\_\_\_  
 \_\_\_\_\_

**3** Date of Purchase: \_\_\_/\_\_\_/\_\_\_    **4** Purchase Price: \_\_\_\_\_

**5** Check all those items that apply:

- I was promised "Same as Cash" promotional financing (interest rates waived for a period of time, e.g., 90 days, 1 year, etc.) when I signed up for my Dell Preferred Account ("DPA") and/or purchased the item advertised with the promotional financing offer, but when I was billed for the item, I discovered that I did not, in fact, get the promotional financing.
- I got a "Same as Cash" promotional financing incentive, but Dell charged me interest I never agreed to.
- The interest rate on my DPA turned out to be higher than I was told at the time I signed up for the account.
- I applied for, but never received, a rebate that Dell promised when I purchased my product.
- I incurred unexpected fees on my DPA (for example, late charges) that I did not owe.
- Dell (or its agent) failed to satisfactorily repair or replace the identified product covered by my extended warranty.
- Dell failed or refused to provide next business day "on site" service promised in my extended or other warranty coverage.
- Dell refused to attempt repair on an item that failed during the warranty period.
- Dell failed or refused to repair an item that was no longer on warranty but which I informed Dell about before the warranty expired.
- I had to pay for someone other than Dell (or its agent) to repair the item.
- Dell failed to satisfactorily repair or replace the identified product that failed during the warranty period.

**6** Please provide the following amounts that apply to the items you checked on the left:

Extra amount in interest I paid:  
 \_\_\_\_\_

Dollar value of Rebate promised:  
 \_\_\_\_\_

Fees I paid: \_\_\_\_\_

Amount paid for extended warranty: \_\_\_\_\_

Amount paid Dell for on-site coverage:  
 \_\_\_\_\_

For any **service-related** items checked on the left (and not shown above), the following is the amount I paid **out of pocket to Dell or to another service provider:**  
 \_\_\_\_\_

**7** Have you received a refund, account credit, replacement or other payment from Dell, your credit card company, or from any other source related to the product or service you have identified on this claim form? Yes  No

**8** Have you been or are you currently a party to any legal action against Dell? Yes  No

**9** If you answered "YES" to either question, please explain and identify any amounts you were refunded:

\_\_\_\_\_  
\_\_\_\_\_

**10** Total amount you claim you are still owed: \_\_\_\_\_ (total all dollar amounts you have provided on front of form and subtract any refunds, credits or other payment entered above)

**11** Please provide a brief explanation of your claim below and how you determined the monetary amount you are claiming. Please be aware that your claimed amount may be subject to verification and a representative of our office may need to contact you to ask for clarifying information.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**12 CLAIMANT INFORMATION**

**Please Print or Type**

Name \_\_\_\_\_  
*Last First Middle Initial*

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ (Day) (\_\_\_\_) \_\_\_\_\_ (Evening)

E-mail address: \_\_\_\_\_

Have you filed a complaint about Dell with the Attorney General's Office before?

Yes  No  If Yes, list the complaint number if known. \_\_\_\_\_

**I declare, under penalty of perjury under the laws of the State of Alaska, that the information contained in this claim is true and accurate, and that any documents attached are true and accurate copies of the originals.**

**I understand that my claim and the related documents may be subject to a public records request and thus be seen by people outside of the Attorney General's Office.**

Signature

Date

\_\_\_\_\_  
\_\_\_\_\_/\_\_\_\_\_/2009  
(Month) / (Day) /

Please return completed Claim Form to:

**Dell Restitution Program**  
Alaska Attorney General's Office  
1031 W. 4<sup>th</sup> Avenue, Suite 200  
Anchorage, AK 99501

**Please return this form no later than April 13, 2009.**

## **INSTRUCTIONS FOR DELL CLAIM FORM**

### **Section 1 Dell Preferred Account.**

Please provide the Dell Preferred Account (“DPA”) number if you used a DPA account to finance your purchase that is the subject of your claim. If you did not use a DPA (or have an account), you do not need to fill this out.

### **Section 2 Dell product or service.**

Your claim must relate to a Dell product or service (such as extended warranty or service contract) that you purchased. For example, if you purchased a Dell laptop from Dell and you had to pay a local repair company to fix it because Dell failed to repair it while it was covered by warranty, you can file a claim.

### **Section 3 Date of purchase.**

Please provide the date of purchase of the item that is the subject of your claim. Your purchase must have occurred on or after April 1, 2005 and before January 12, 2009 for your claim to be eligible.

### **Section 4 Purchase price.**

Please provide the price of your original purchase. This amount will most likely be larger than the amount you will be able to claim after you have filled out Sections and (see form and instructions below).

### **Section 5 Basis of your claim.**

In this section, you may check one or more of the items listed that apply to your particular circumstances. The items listed address practices that the states have determined would violate our consumer protection laws. Dell has agreed to correct their business practices so that they will be in compliance with state laws.

You may find that none of the items relate to your circumstances. For example, you may have experienced a service-related problem like long hold times or being on the phone for extended periods of time with service personnel, but Dell ultimately corrected your problem. You may believe that you are entitled to some monetary recovery for your time; however, that would not be an eligible claim under this claims process. Another possible problem may be that your Dell product stopped working after the warranty period was over and you may believe that you are entitled to some compensation because you believe that the product should have been more durable; again, this would not an eligible claim in this process.

If your issue is not covered by any of the items listed in Section 5 you might want to file a consumer complaint with our office, if you have not previously done so. You can obtain a complaint form on-line at [http://www.law.state.ak.us/pdf/consumer/FORM\\_complaint.pdf](http://www.law.state.ak.us/pdf/consumer/FORM_complaint.pdf) and send it to our office; or you can call our office in Anchorage at (907) 269-5200 or Toll Free at 1-888-576-2529 to request a complaint form.

## **Section 6 Monetary amounts.**

Each item in this list relates to one or more of the items in Section that you have checked. The amount(s) that you provide in this section will make up your claim. Provide your actual amounts if you have them. If you no longer have documentation that would help you verify your claimed amount(s), you may submit your best estimate. Any amount(s) you provide in this section must be money you paid out-of-pocket, either at the time of your original purchase, or subsequently, such as for unexpected fees, interest, or extended service coverage. **You must submit an amount in one or more of the blanks in this section in order for your claim to be considered for restitution.** We will review your claim form and the amounts you have provided and may contact you for further clarification.

## **Section 7 Refunds, credits and other recovery.**

In this section, we ask that you check one of the two boxes. For example, if Dell replaced a faulty product for which you are claiming restitution, you would check the “Yes” box. Likewise, you may have gotten some other refund or credit from Dell to address your particular concern.

## **Section 8 Other legal action.**

Please check the appropriate box. For example, if you are suing Dell in a small claims proceeding, you would check “Yes.” Also, you would check “Yes” If you have agreed to be, or have been, a “class member” in a class action lawsuit. You should check “No” otherwise.

## **Section 9 Explanation of your “Yes” response to either Section 8 or 9.**

Please provide a brief explanation of the circumstances and the monetary value of any refund or other recovery you have received in the past.

## **Section 10 Total amount of your claim.**

Add any amount(s) you have provided in Section 6, subtract any amounts you have provided in Section 9. This is your claim amount.

## **Section 11 Brief explanation.**

If necessary, please provide a brief explanation of your claim amount. You do not have to provide an explanation if you believe that the information you have provided in the preceding sections is adequate. If we have questions regarding your claim, we will contact you.

## **Section 12 Personal information and declaration.**

In order to get your restitution payment to you, we will need the information we are asking you to provide in this section. **You must sign the form.** By signing, you are declaring that the information you are providing is true and accurate. Even if you have estimated some amounts, so long as those estimates are true and accurate to the best of your knowledge, you may sign the declaration.