



CompleteCare for Latitude Notebooks

Why CompleteCare for Dell Notebooks?

- Protects your investment with a comprehensive support service of notebooks ... for damage caused by accidents
- Helps you avoid significant repair costs in the "rough and tumble" world of mobile computing
- Covers non-intentional, accidental damage for 3 years with repair or replacement
- Complements the award-winning support program included with each Dell system

The World of Mobile Computing

Because notebooks are particularly susceptible to damage from drops, falls, and accidental spills, Dell offers Salem State College students CompleteCare™, an extensive service program to help protect students against common damage caused by the rigor of mobile computing and travel. During normal use, notebook users may take their notebooks into environments that are not computer-friendly. Travelers may have their systems jammed into an overcrowded luggage bay, a field service technician may have to carry the system into a wet or dirty environment, or a student may spill a soda on the keyboard.

CompleteCare protects Salem State College students against the potentially high cost of repairs for non-intentional, accidental damage that arise frequently in the mobile computing world.

CompleteCare eliminates many of the worries notebook customers have and extends Dell's commitment to provide the best customer experience possible. The combination of CompleteCare and rugged, high-quality Dell notebook gives our customers outstanding business value.

CompleteCare for Notebooks

Dell's CompleteCare provides repair or replacement of your Latitude™ notebook for any damage that is caused by accidents or other incidents beyond your reasonable control. CompleteCare helps protect your notebook against the rough and tumble world of mobile computing. This service supplements Dell's Four-Year Next Business Day service, is included on all **Salem State College Student Purchases** and covers accidental damage for three years.

Types of Damage Covered

Non-intentional damage that is caused by accidents will be covered. Example causes of damage covered under the CompleteCare program are:

- Liquid spilled on or in unit
- Drops, falls, and other collisions
- Electrical surge
- Damaged or broken LCD due to a drop or fall
- Accidental breakage (multiple pieces)

Types of Damage Not Covered

Damage caused by intentional acts, fire, theft, or loss is not covered under CompleteCare. Examples of damage that would not be covered are:

- Damaged in a fire
- Intentional damage
- Stolen unit
- Normal wear not affecting system usage

Repair or Replacement Service

If damage occurs, CompleteCare customers should call Dell's technical support line to report the problem. Depending on your system type, the cause, and the extent of damage, Dell will initiate appropriate repair or replacement services. The services may include shipment of customer replaceable parts, dispatch of on-site service personnel, requests for shipment of damaged product to a Dell repair facility, or initiation of whole unit exchange procedures