

DELL CLAIM FORM  
OFFICE OF THE ILLINOIS ATTORNEY GENERAL  
CONSUMER PROTECTION DIVISION

Please review this form **BEFORE** filling it out. Please fill out the form **completely**. **Return this form postmarked by April 13, 2009**. 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, if necessary, contact our office for additional forms. Please return this claim form with any additional pages, if necessary, and copies (no originals, please) of documents you feel help explain or substantiate your claim. **Be sure to include a dollar amount in the "Amount you claim you are owed" even if that amount is your best estimate.** Please do your best to provide complete information. If you cannot provide all of 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 THE BACK OF THIS FORM AND TO MAKE A COPY OF BOTH SIDES FOR YOUR RECORDS.**

**STATEWIDE TOLL FREE 1-800-386-5438**  
**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 their 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 their 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:**

\_\_\_\_\_

**CONTINUE TO BACK OF FORM**

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:

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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.

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**12 CLAIMANT INFORMATION**

Please Print or Type

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

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 file number \_\_\_\_\_

**I declare, under penalty of perjury under the laws of the State of Illinois, 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 will become a "public record" and under state law can be subject to a public records disclosure request and thus be seen by other people.**

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_ City and State where signed \_\_\_\_\_

Please return completed Claim Form to: Illinois Attorney General  
Consumer Fraud Bureau  
100 West Randolph Street  
Chicago, IL 60601

1-800-386-5438  
TTY: 1-800-964-3013  
[www.IllinoisAttorneyGeneral.gov](http://www.IllinoisAttorneyGeneral.gov)

**This form must be returned post-marked no later than April 13, 2009**