



DELL/DFS CLAIM FORM

Governor's Office of Consumer Affairs State of Georgia

Review this form before filling it out. Please type or print legibly in black or blue ink.

- Fill out the form *completely*. Failure to provide all of the information requested will not necessarily result in the denial of your claim; it could, however, delay consideration of your claim while we request additional information from you, or it could impact your ability to demonstrate your loss and/or recover restitution.
- If you are filing a claim for more than one product or service, you will need to complete a separate claim form for *each* product or service. You may make copies of this form or contact our office for additional forms.
- 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 "Total amount you claim you are owed", even if that amount is your best estimate.*
- Fill out both pages of this form. Keep a copy of both pages and any attachments for your records.

Your submission must be postmarked on or by the 14th of July, 2009.

CLAIM FORM	
<p>1 "Dell Preferred Account" number (if known/applicable): _____</p> <p>2 Dell product or service for which you are filing a claim: _____</p> <p>3 Date of Purchase: ___/___/___</p>	<p>4 Purchase Price: _____</p>
<p>5 Check all those items that apply:</p> <p><input type="checkbox"/> 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.</p> <p><input type="checkbox"/> I got a "Same as Cash" promotional financing incentive, but Dell charged me interest I never agreed to.</p> <p><input type="checkbox"/> The interest rate on my DPA turned out to be higher than I was told at the time I signed up for the account.</p> <p><input type="checkbox"/> I applied for, but never received, a rebate that Dell promised when I purchased my product.</p> <p><input type="checkbox"/> I incurred unexpected fees on my DPA (for example, late charges) that I did not owe.</p> <p><input type="checkbox"/> Dell (or their agent) failed to satisfactorily repair or replace the identified product covered by my extended warranty.</p> <p><input type="checkbox"/> Dell failed or refused to provide next business day "on site" service promised in my extended or other warranty coverage.</p> <p><input type="checkbox"/> Dell refused to attempt repair on an item that failed during the warranty period.</p> <p><input type="checkbox"/> Dell failed or refused to repair an item that was no longer on warranty but which I informed Dell about before the warranty expired.</p> <p><input type="checkbox"/> I had to pay for someone other than Dell (or their agent) to repair the item.</p> <p><input type="checkbox"/> Dell failed to satisfactorily repair or replace the identified product that failed during the warranty period.</p>	<p>6 Please provide the following amounts that apply to the items you checked on the left:</p> <p>Extra amount in interest I paid: _____</p> <p>Dollar value of rebate promised: _____</p> <p>Fees I paid: _____</p> <p>Amount paid for extended warranty: _____</p> <p>Amount paid Dell for on-site coverage: _____</p> <p>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:</p> <p style="text-align: right;">_____</p>
CONTINUE TO SECOND PAGE	

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 the first page 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

Consumer Name: _____
First Middle Initial Last

Consumer's Social Security Number: _____ - _____ - _____

Mailing Address: _____

City: _____ State _____ Zip _____

Phone: (____) _____ (Day) (____) _____ (Night) Email: _____

Have you ever filed a complaint about Dell with the Governor's Office of Consumer Affairs? Yes No
If Yes, list the file number _____

I declare, under penalty of perjury under the laws of the State of Georgia, 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" under state law, and thus can be subject to a public records disclosure request and/or be seen by other people.

Signature _____ Date ____/____/____ City and State where signed _____

Mail completed Claim Form and accompanying documents to:
Dell Restitution Program
Governor's Office of Consumer Affairs
2 Martin Luther King Jr. Drive, Suite 356
Atlanta, GA 30334-4600

Toll Free Telephone Number 1-800-869-1123 (In Georgia, outside the Metro Atlanta dialing area)
404-651-8600 (in the Atlanta Metro dialing area)

The Claim Form must be returned postmarked no later than the 14th of July, 2009.

INSTRUCTIONS FOR DELL CLAIM FORM

Claimants must be consumer purchasers, as opposed to business purchasers. Please complete each Question as completely as possible.

Question 1 Dell Preferred Account.

Please provide the Dell Preferred Account ("DPA") number if you used a DPA to finance the purchase that is the subject of your claim. If you did not use a DPA (or do not have a DPA), leave blank.

Question 2 Dell product or service.

Your claim must relate to a Dell product or service (such as an 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 may file a claim.

Question 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 July 1, 2009 for your claim to be eligible.

Question 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 Questions 5 and 6 (see form and instructions below).

Question 5 Basis of your claim.

Please check one or more of the items listed that apply to your particular circumstances. The items listed address practices that the Governor's Office of Consumer Affairs has determined would violate the Fair Business Practices Act (O.C.G.A. § 10-1-390, *et seq.*). Dell has agreed to correct its business practices to bring them into compliance with the law in Georgia.

Each item is self-explanatory. 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. Although you may believe that you are entitled to some monetary recovery for your time, this situation 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 be an eligible claim in this process.

NOTE: If your issue is not covered by any of the items listed in Question 5 you may want to file a complaint with our office, if you have not previously done so, and we will attempt to informally mediate your complaint with Dell. Visit www.consumer.ga.gov to download a complaint form, or call us at 1-800-869-1123 (toll free in Georgia, outside of the Metro Atlanta dialing area) or 404-651-8600 (inside the Atlanta Metro dialing area) to request a complaint form be sent to you. Send the completed form to the Governor's Office of Consumer Affairs. This Office cannot guarantee that we will be able to successfully mediate your claim; however, should this be the case, you may be advised to pursue your claim via the courts.

Question 6 Monetary amounts.

Each item in this list relates to one or more of the items in Question 5 that you have checked. Again, these are fairly self-explanatory. The amount(s) that you provide here 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 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.

Question 7 Refunds, credits and other recovery.

Please 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.

Question 8 Other legal action.

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

Question 9 Explanation of your “Yes” response to either Question 7 or 8.

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

Question 10 Total amount of your claim.

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

Question 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 previously provided is adequate. If we have questions regarding your claim, we will contact you.

Question 12 Personal information and declaration.

We need this information in order for us to distribute to you any restitution payment for which you are eligible. You must provide your social security number. Failure to do so will prevent the State of Georgia from processing any refund to which you might be entitled. **You must also 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.

If you have questions, please feel free to contact the Governor’s Office of Consumer Affairs at 1-800-869-1123 (toll free dialing if you are outside of the Metro Atlanta dialing area) or 404-651-8600 (inside the Atlanta Metro dialing area).