

**Dell Claim Form**  
**Wyoming Attorney General's Office**  
**Consumer Protection Division**  
**307-777-5833**

**Please review this form BEFORE filling it out. Please fill out the form completely and 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 SECOND PAGE OF THIS FORM AND TO MAKE A COPY OF BOTH SIDES FOR YOUR RECORDS.**

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

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

Date of Purchase: \_\_\_\_\_ Purchase Price: \_\_\_\_\_

**Check all items that apply:**

- I was promised "Same as Cash" promotional financing (interest rates waived for a period of time, e.g. 90 day, 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. Extra amount paid in interest or finance charges: \$ \_\_\_\_\_
- I got a "Same as Cash" promotional financing incentive, but Dell charged me interest I never agreed to. Extra amount paid in interest: \$ \_\_\_\_\_
- The interest rate on my DPA turned out to be higher than I was told at the time I signed up for the account. Extra amount paid in interest: \$ \_\_\_\_\_
- I applied for, but never received, a rebate that Dell promised when I purchased my product. Dollar value of rebate promised: \$ \_\_\_\_\_
- I incurred unexpected fees on my DPA (for example, late charges) that I did not owe. Fees paid: \$ \_\_\_\_\_
- Dell (or their agent) failed to satisfactorily repair or replace the identified product covered by my extended warranty. Amount paid for extended warranty: \$ \_\_\_\_\_
- Dell failed or refused to provide next business day "on site" service promised in my extended or other warranty coverage. Amount paid for Dell on-site 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. Amount paid for repair: \$ \_\_\_\_\_
- Dell failed to satisfactorily repair or replace the identified product that failed during the warranty period. Amount paid for repair: \$ \_\_\_\_\_

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

Have you been or are you currently a party to any legal action against Dell?

Yes

No

If you answered "Yes" to either of the previous questions, please explain and identify any amounts you were refunded:

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Total amount you claim you are still owed: \$ \_\_\_\_\_  
(Total all dollar amounts you have provided on the first page of the form and subtract any refunds, credits or other payment entered above.)

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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### Claimant Information

Name: \_\_\_\_\_

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

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

Phone: \_\_\_\_\_ Day: \_\_\_\_\_ Evening: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

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

Yes

No

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

Wyoming Attorney General  
Consumer Protection Division  
123 Capitol Avenue  
Cheyenne, WY 82002

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