

What Is Covered Under the Standard Dell Warranty

Coverage

The Dell Limited Warranty does not cover system repairs for damages due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell. While these acts are not covered under the Dell warranty, Dell will assist the customer in correcting this issue; however, it will be the customer's responsibility to pay for such efforts.

Examples of natural situations not covered under the standard Dell Limited Warranty include damage caused by fire, flood, lightning strikes, and power surges. For the exact wording of your warranty, you can find it:

- In the Start menu, in the Dell Accessories program group, under Service and Support Policies.
- On the Dell Web site at [Dell Terms of Sale, License Agreements & Policies](#).

Agents may also refer to [Accidental Damage \(Complete Care/Cover\) – Dell Global Policy](#) for help assisting customers with Accidental Damage coverage.

Notice:

If an issue occurs while a customer is performing troubleshooting tasks as directed by Dell Technical Support and such issue is caused by Dell Technical Support's instructions, then this issue would be covered by Dell. This policy includes the accidental breakage of a part or loss of functionality of parts by updating BIOS updates.

Table of Contents

1. [Background](#)

2. [Procedure](#)

[Table of Contents](#)

Policy

N/A

Keywords

Help Keywords Follow SEO guidelines to add relevant keywords for indexing and searching.

Dell Standard Warranty Cover Accidental Damage

Procedure

Voiding the Dell Limited Warranty

Notice:

You cannot "void" the Dell limited warranty. Rather, we exclude certain items from the limited warranty, and to the extent the issue is related to those exclusion items, the limited warranty does not apply. However, the overall system warranty remains intact. To use memory as an example, if a customer called in with a server issue that we could confirm was related to the use of the third-party memory, we would not cover the issue under limited warranty. However, if the same customer had a faulty motherboard one day later unrelated to the memory, and if the system was within the warranty term, then we would replace the faulty component, even with third-party memory installed.

The limited warranty exclusions are below.

This limited warranty does not cover:

- Software, including without limitation, the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software or the reloading of software.
- Non Dell-branded products and accessories
- Problems that result, directly or indirectly, from:

- External causes such as accident, abuse, misuse, or problems with electrical power
- Servicing not authorized by Dell.
- Usage that is not in accordance with product instructions.
- Failure to follow the product instructions or failure to perform preventive maintenance.
- Problems caused by using accessories, parts, or components not supplied by Dell
- Commercial hardware products that use, or in which have been installed, products, or components that have not been provided by Dell.
- Products with missing or altered Service Tags or serial numbers.
- Products for which Dell has not received payment
- Normal wear and tear.

This is a subtle distinction, but we must be careful not to tell customers that doing something in the list above voids the entire system warranty. This is both legally inaccurate and will lead to terrible CE.

[Table of Contents](#)