

Dell Service Tag DGQF693 - Dispatch processednoreply@dell.com | THU APR 7 7:37 PM | 6 min read

Your service request

SR#: 1089081174

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Dear Randal South,

An expedited service order has been created for your repair. To learn more about the repair process, we've created this brief [video](#).

You can find your detailed service status 24/7 using our [online tool](#). If you need additional assistance regarding this specific service, you can visit the [Support Center](#) for the contact option most convenient to you, or Chat with a live support representative. In addition, you may call us at 1-800-624-9896.

What's next

- You'll receive your pre-paid return box and shipping label in 1-2 business days. We recommend that you ship the system back as soon as you receive the box.
- Before shipping back your system:
 - Back up your data and remove any confidential or proprietary information. The Dell Advanced Resolution Center may have to reinstall your original factory-installed operating system during the repair, and you will lose your data (including programs, features, and settings). Use this link for guidance: <https://www.dell.com/support/kbdoc/en-us/000193501/how-to-backup-and-restore-in-windows-10>
 - Remove or disable the system password. Failure to remove the password could prevent the repair center from completing the repair and delay returning the system. Use this link for guidance : <https://www.dell.com/support/kbdoc/en-us/000132604/problems-with-windows-10-local-account-password-or-microsoft-account>
 - Remove accessories. Do not ship memory cards, flash drives, CD drives, SIM cards, or any other external device
 -
- *Windows 11 Notification: Should your system require an Operating System (OS) Reinstall, the system will be restored to the Windows version that originally came*

new with your computer. In the event you wish to reinstall Windows 11, please follow the instructions in the following video [How to upgrade to Windows 11 from Windows 10 | Dell Support - YouTube](#). Knowledge article [Windows 11 upgrade walkthrough for Dell computers | Dell US](#)

Returning your system

- **IMPORTANT:** Complete the pre-repair letter that you'll find the pre-paid box. If you need another copy, download it [here](#). If you don't fill out and send the pre-repair form, it could result in a delay of your repair.
- Follow the instructions provided in the box to pack the system properly.
- Close the box and seal with tape.
- Affix the shipping label contained in the box over the old shipping label.
- If your system isn't powering on or it is an issue with charging, please include your AC adapter and/or power cord but ensure this is wrapped separately to prevent damage to your system.
- Do not ship the battery separately. Ensure notebook batteries are installed in the device prior to shipping.
- Please refer to **the label sent to you** to identify the service provider ([FedEx](#), [UPS](#) or [USPS](#)), contact them and arrange pickup or drop off your system at their office location near you.

Service Request Information:

Dispatch Information:

Dispatch Number:	428556744
Service Tag:	DGQF693
Service Request Number:	1089081174
Express Service Code:	29310007143
System Type:	XPS 15 7000 Series-7590

Customer Information:

Contact Name:	Randal South
Alt Contact Name:	
Address:	251 Webster St,
City, County, Postal Code, Country code:	Palo Alto, CA, 94301, US

If any of the information provided above is incorrect, please visit our [Support Center](#) and chat with an agent.

Thank you for choosing Dell Technologies !

Dell Technical Support

Please do not respond to this email. It was sent from a notification-only address and cannot accept incoming email.

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Service information

Keep a copy of the return waybill number.

Damage / Limited Hardware Warranty: If the Limited Hardware Warranty on your Dell system has expired or if there is accidental or intentional damage (such as liquid spills or dropped system) and your system is not covered by a Dell "Accidental Damage Service" contract, our Out of Warranty team will call and/or e-mail you to discuss the cost of repair. If you agree to the cost of the repair, your Dell system is generally repaired within one business day of your approval. If our Out of Warranty team cannot reach you, Dell will hold your system for up to 5 business days after which time your Dell system will be returned to you unrepaired.

Service Contract: Service is provided in accordance with your service contract. Service contracts [are here](#). To determine which service contract you purchased with your system, please consult your invoice.

Scope of Service: Service will be limited to defects covered by current Dell Limited Hardware Warranty (please see www.dell.com/warranty) and Out of Warranty service approved by you, as described above.

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