



Frequently Asked Questions about the Dell Restitution Program

Who is eligible for restitution under the Dell multi-state settlement?

Anyone who bought Dell goods or services between April 1, 2005 and April 13, 2009 **AND** experienced one or more of the following **may** be eligible for a refund:

- A problem with a Dell financing offer
- A problem with a Dell rebate
- A problem with Dell financing
- A problem with a Dell repair, warranty or servicing

How will I know if I'm eligible?

1. First, you have to complete a claim form and submit it.
2. Your claim will be reviewed. If you are not eligible, you will be notified that you are not eligible and you will be sent a complaint form so that your complaint can be processed by our Public Inquiry Unit through normal channels. If you are eligible, you will be mailed a check once all claims have been received and evaluated. Your refund may be less than the total amount you are claiming.

When will I get my check?

Claim forms may be submitted for 90 days after the January 12, 2009 settlement date which means that the claim period ends April 13, 2009. Dell then has until June 22, 2009 to mail the checks to eligible claimants.

I received the claim form and I have questions about how to fill it out.

We cannot give you direct assistance in completing the form. We can only ask that you identify the problems you experienced and that you do the best you can to provide specific dollar amounts that you paid out of pocket to Dell or to someone else in an effort to resolve one or more of the problems that you've identified.

I no longer have any invoices, statements or documents relating to my problems or purchase. Can I still file a claim?

Yes. We are not requiring you to produce documentation that you do not have in order to file a claim. We may, however, need to work with you and/or Dell to verify your claim and claim amount.

I already filed a complaint with your office against Dell. Do I still need to complete a claim form?

Yes. You must complete and return a claim form in order to be eligible for a refund. If you filed a complaint recently, you may have already been sent a claim form by our office.