

# Dell 9330 Warranty Instructions

## How to use your warranty:

- 1) Go to [www.dell.com/support](http://www.dell.com/support)
  
- 2) Looking up your device
  - a) Scroll down to the “Identify your product or search support” section.
  - b) In the search bar, you will input the device’s Service Tag.
  - c) The Service Tag is your device’s unique identification code.
  - d) The Service Tag is located on the underside of the laptop. Look for a white label. The 7-character code is listed after “ST”. Once you search for the Service Tag, you should be redirected to a screen that says “Latitude 9330”.
  
- 3) Contacting Support
  - a) On the lower right-hand side of the page, click on the “Contact Technical Support” button.
  - b) Select the category that your issue falls into.
  - c) From here, you have multiple options when it comes to contacting support. You can call them at **1-866-516-3115**, chat with a live technician using the web-based Chat or app-based Social Chat (Apple Chat or WhatsApp). Once you are connected to tech support, describe the issue as thoroughly as possible so that they can give you the correct support.
  
- 4) General Information
  - a) Make sure to keep any emails that are sent to you for your records.
  - b) We do not communicate with Dell directly. All questions in regards to the repair process should be directed to the Dell representative who is helping you.
  - c) If you have any questions about accessing Dell’s support website, feel free to reach out to us at [helpdesk@centralcatholichigh.org](mailto:helpdesk@centralcatholichigh.org) or stop by room 115.

## Warranty Information:

- Your device comes with a 5-year “Dell ProSupport Plus” Warranty.
- This Warranty includes accidental damage up to the value of the device, or 5 complete replacement claims (1 replacement per year).
- ProSupport Suite for PCs ([www.dell.com/en-us/dt/services/support-services/prosupport-client-suite.htm](http://www.dell.com/en-us/dt/services/support-services/prosupport-client-suite.htm))