

## **ALIENWARE Manufacturer's Warranty Details:**

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*(The information listed below is for warranty use only and does not apply to returns or refunds)*

### **BASIC SERVICE PLANS for Alienware Branded Systems:**

The terms and conditions of the following contracts apply to each Basic Service Plan during the term of the service plan. Please verify whether you purchased mail-in service or in-home service after remote diagnosis by referring to your invoice from Dell/Alienware. The invoice will reflect the choice you made when you purchased your product.

**For any service that requires Remote Diagnosis, you may be asked to access the inside of your system (where safe to do so) or to participate in troubleshooting until a cause can be isolated. For In-Home Service after Remote Diagnosis and Mail-In Service (Dell Pays Freight): for issues covered by Limited Hardware Warranty, technician and/or part will be dispatched, if necessary, usually in 1 or 2 business days following Remote Diagnosis.**

*(Any custom parts are warranted and supported by XOTIC PC only)*

If you have further questions regarding Alienware's Basic Service Plans, please [click here](#).

### **ADVANCED SERVICE PLANS for Alienware Branded Systems:**

The terms and conditions of the following contracts apply to each Advanced Service Plan during the term of the service plan. These plans offer additional services not included in the Basic Plan. All Advanced Service Plans come with In-Home Service after Remote Diagnosis.

**For any service that requires Remote Diagnosis, you may be asked to access the inside of your system (where safe to do so) or to participate in troubleshooting until a cause can be isolated. For In-Home Service after Remote Diagnosis: for issues covered by Limited Hardware Warranty, technician and/or part will be dispatched, if necessary, usually in 1 or 2 business days following Remote Diagnosis. Please refer to your invoice to verify your service plan. Your invoice will reflect the choice you made when you purchased your new product.**

*(Any custom parts are warranted and supported by XOTIC PC only)*

If you have further questions regarding Alienware's Basic Service Plans, please [click here](#).

**Alienware/Dell's In-Home Service Policy is not available in all countries. Please check to see if this service is provide in the country you reside in: [Click here](#).**

## **ALIENWARE Notes & Exceptions:**

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- Remote Diagnosis and In-Home Service are services provided by Alienware/Dell. Alienware should be contacted directly regarding any warranty questions and information, and for any service or repair requests. (Any custom parts are warranted and supported by XOTIC PC only)
- ALL Alienware laptops with custom etched name plates cannot be returned or refunded.
- ALL Alienware laptop sales that are confirmed with custom name plate etching are considered final.
- Shipping to and from Alienware service locations is not the responsibility of XOTIC PC, and is handled directly through Alienware/Dell.
- Customized components are matched in Warranty by XOTIC PC to the Dell/Alienware warranty purchased on your Alienware Laptop (Customized Components are not warranted through

Alienware). Alienware provides warranty for the OEM original stock system components by default for 1 year. Customized laptops DO NOT require shipment to XOTIC PC for diagnosis and repair. Shipping to and from Alienware will be covered as in Alienware's warranty policies as stated above. Shipping to XOTIC PC for diagnosis is not covered under warranty. Return shipping to the customer from XOTIC PC for customized systems will be covered by XOTIC PC for US residents only (excludes Alaska & Hawaii).

**NOTE: Make sure to view the 'Other Terms & Conditions' tab at the top for further information.**

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.