

Failed Dell HD – No warranty

Unfortunately the hard drive in your laptop is failing diagnostics and needs to be replaced. This is why your computer does not start up properly.

Your computer is no longer under warranty. We can install a new 320GB hard drive. The cost of a 320 GB hard drive is either \$ 69.00 or \$ 79 .00, depending on the type hard drive presently in your computer. If you prefer a larger hard drive, it would need to be ordered as we typically stock only 320GB drives.

Please review the following labor rates and let me know if you approve of the charges:

**** Data backup:** *If there is data that is important, and you would like us to **try** to retrieve from the hard drive, the labor rate is \$ 20.00.*

- Data recovery success depends on the status of the failed hard drive
- *Data typically includes only documents, pictures and music.*

**** Reimage the computer:**

- Student labor rates: <http://www.plymouth.edu/infotech/computer/repair-rates-student.html>
 - Highlight: Students labor for reinstalling the operating system on a dell is zero.
- PSU employee labor rates: <http://www.plymouth.edu/infotech/computer/repair-rates.html>

Notes:

1. Installing the operating system does not include Microsoft Office, as this is a different CD. You will need to locate your CD and license code and install this yourself.
2. If you approve the above work, we will ensure the laptop is ready for the PSU network.
3. Reimage does not include programs such as iTunes, printer drivers, etc....

This link <http://www.plymouth.edu/infotech/computer/repair-policy.html> is a better explanation of what a reimage includes and what it does not include.

I look forward to hearing from you.