



State of Utah
Department of Commerce
Division of Consumer Protection

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MEDIA ALERT

Div. of Consumer Protection secures refunds for Dell Computer customers

"Utah and 48 states reach settlement with Dell, consumers to submit claims by May 29, 2009"

(For immediate release...)

SALT LAKE CITY, Utah - Francine A. Giani, Executive Director of the Department of Commerce, announced today that Dell has agreed to pay Utah \$25,000 in settlement money from a national lawsuit involving Dell Computer, Inc. and Dell Financial Services, LLC ("Dell"). Utah consumers who purchased computer products from Dell between April 2005 and January 29, 2009 may be eligible for a refund if they experienced problems with the companies' financing promotions, rebate offers, technical support and/or repair policies. Consumers are encouraged to apply with the Utah Division of Consumer Protection before May 29, 2009 to be included in the settlement.

"We are pleased Dell is stepping up to the plate to refund Utah consumers who did not receive good service with their computer purchase," says Francine A. Giani, Executive Director of the Department of Commerce, "Our agency is grateful to those in the Utah Attorney Generals Office and the National Association of Attorneys Generals who pursued this settlement agreement."

As a result of the national settlement agreement, Dell agreed to change its business practices, including its advertising of financing and credit offers, its fulfillment of rebate offers, its provision of warranty services and its account collection procedures. Dell admitted no liability or wrongdoing under the settlement.

Utah consumers can download a Dell claim form by visiting the Division's web site at www.dcp.utah.gov. Utah residents may also call the division at (801)530-6601 or if outside the Salt Lake area toll free at (800)721-SAFE to request a form by mail.

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