

# Warranty Information

Your Dell Latitude 5410 comes with a warranty supplied through Bytes Digital as part of the Kent County Council Device Access Scheme.

This guide explains what is covered, what is not covered, and exactly what to do if something goes wrong with your laptop.

## What is covered by the warranty?

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The warranty covers the hardware components of your laptop. This means the physical parts that your laptop is built from, including:

- The screen and display
- The keyboard and trackpad
- The internal memory (RAM) and storage
- The motherboard and internal electronics

## What is not covered?

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The following are not included under the standard warranty:

- Accidental damage — for example, if the laptop is dropped, knocked, or has liquid spilled on it
- The battery — batteries naturally lose capacity over time and are considered a consumable item. Battery issues are covered for the first 90 days only.
- Loss or theft of the device
- Damage caused by misuse or unauthorised modifications

**Important:** Please take care of your laptop. If damage occurs due to an accident, this will not be covered.

## How does the SWAP IT warranty work?

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If something goes wrong with your laptop, our SWAP IT process makes it as simple as possible to get you back up and running. Here is how it works:

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### Report the problem

Get in touch with Bytes Digital [[deviceaccess@bytesdigital.co.uk](mailto:deviceaccess@bytesdigital.co.uk)] to report the fault. You will need to email the following information:

- The serial number or service tag of your laptop (this is a short code found on a sticker on the underside of the device)
- A description of what is wrong — for example, "the screen will not turn on" or "a key has stopped working"

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### The fault will be assessed

The reported fault will be reviewed. In many cases, issues can be resolved quickly without needing a replacement device.

If the problem cannot be resolved remotely, the device will be confirmed as faulty, and the process moves to the next step.

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### We send a replacement device

If your laptop is confirmed as faulty, we will arrange to send you a replacement unit. The replacement will be delivered by DPD courier in a secure crate.

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### Delivery and collection in one visit

When the DPD driver arrives with your replacement laptop, they will also collect your faulty device at the same time. You do not need any boxes, labels, or packaging — the driver brings everything needed.

Delivery typically takes 7 to 14 working days from the point at which the fault is confirmed.

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### Done!

That is, it. Once you have received your replacement and the faulty device has been collected, your warranty process is complete.

**Tip:** Make a note of your laptop's serial number now and keep it somewhere safe. You can find it on a sticker on the underside of the laptop. You will need this if you ever make a warranty claim.