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Time to Read Our Warranties (XPS 630i Users) [Edited]

KryttosArcadia
Bronze
Posts: 62
Registered: 06-11-2008



Message 1 of 14
Viewed 135 times

Got a call from a very friendly Dell employee, (an American, yay) And he asked about all my problems. I explained about ti advertisements otherwise.

He explained that according to OUR warranty, if these problems arent able to be fixed/rectified. We the consumer are entitle He was even kind enough to point me to the exact warranty document.

http://www.dell.com/downloads/global/services/con_banctechHardware.pdf

I'd like to thank this employee, whos name i didnt get, but have the call record in my phone, for pointing this out to me.

Message Edited by KryttosArcadia on 07-23-2008 05:58 AM

XPS 630, Intel Core 2 Quad Q6600
4GB DDR2 SDRAM at 800MHz
512MB NVIDIA GeForce 8800 GT
500GB NCQ SATA Hard Drive (7200 RPM)
16X DVD+R/RW
Windows XP 64-bit

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07-23-2008 10:48 AM

Reply

Re: Time to Read Our Warranties (XPS 630i Users)

vvspy
Bronze
Posts: 78
Registered: 02-29-2008



Message 2 of 14
Viewed 121 times

Thats the tech support we needed.

XPS 720, QX6800, 4GCorsair DDR2 800
500G, 512MB 8800GTS (G92) SLI, dual 23' Applle cinema HD, x-Fi
Vista home premium

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07-23-2008 11:25 AM

Reply

Re: Time to Read Our Warranties (XPS 630i Users)

KryttosArcadia
Bronze
Posts: 62
Registered: 06-11-2008



Message 3 of 14
Viewed 118 times

lol i cant tell if thats sarcasm or genuine comment =p

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07-23-2008 11:26 AM

Reply

Re: Time to Read Our Warranties (XPS 630i Users)

DELL-Chris_M
Liaison
Posts: 22339
Registered: 06-12-2002



Message 4 of 14
Viewed 80 times

He explained that according to OUR warranty, if these problems aren't able to be fixed/rectified. We the consumer are entitle * He is very wrong. Did he log this call in your profile? I need to correct him and notify his manager. Also, what he sent you w



[Team Picts and Profiles](#)

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07-23-2008 01:26 PM

Reply

Re: Time to Read Our Warranties (XPS 630i Users) [Edited]

KryttosArcadia
Bronze
Posts: 62
Registered: 06-11-2008

Yes he did, He logged everything. So Chris, Everytime someone from Dell (americans, not the script-reading indians) tells

This is going to make lovely fun for my legal counsel

This part specifically is what he pointed out.



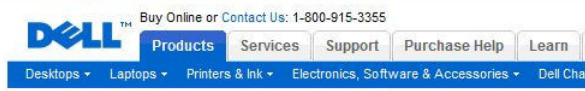
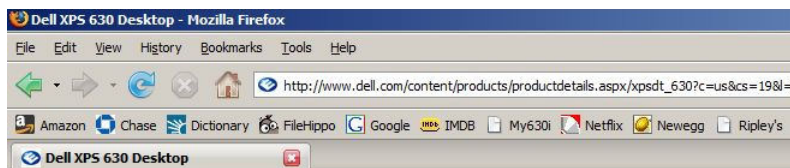
Message 5 of 14
Viewed 77 times

"Also, if the technician determines that the System is one that should be replaced as a whole unit, a whole replacement unit with a prepaid return mailing label for the defective return may be sent directly to you. You are required to return the defective unit within ten (10) days."

He said, since the 630 CANNOT be fixed to the ADVERTISED specifications when I bought it, that Dell is responsible for rep

Chris tell me. Can you fix my 630i, to have TRUE 16x PCI-Express (not 8x hardware, aka DELLED). Full ESA Compatibility ADVERTISEMENT?

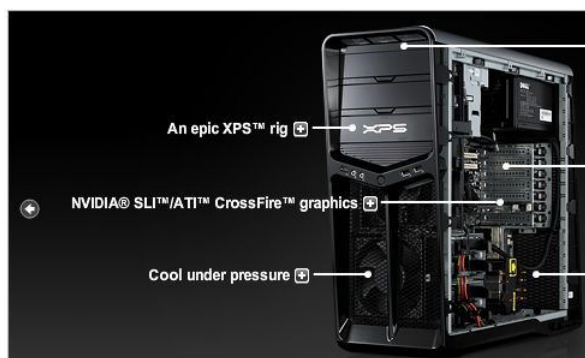
Do i have to remind you of the adverts?



Dell recommends Windows Vista® Home Premium.

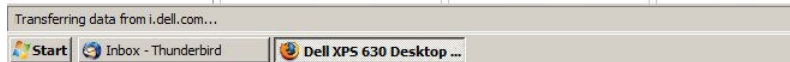
You are here: USA > Home & Home Office

XPS 630 Desktop



★★★★★ Avg Customer Rating 4.6 of 5 [Read all 47 Reviews](#) | [Write a review](#)
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Dell XPS 630 Desktop - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.dell.com/content/products/productdetails.aspx/xpsdt_630?c=us&

BibleGateway Dictionary File Hippo Google Google Calendar gregdonner.org HCJB Hub Helpdes

Re: XPS 630 Fan running at 100%. Ne... Dell XPS 630 Desktop My630i.com • Dell XPS 630

Ports


USB 2.0 Ports
Six: 2 front, 4 back

Front & Back AV Ports
Front: USB 2.0 (2), 1394a, headphone jack, mic, optional 19-in-1 media card reader
Back: S/PDIF optical, line-in, line-out, microphone, surround, center/LFE; integrated HDA
Back (Other): USB 2.0 (4), 1394a, PS/2 Mouse and Keyboard, Gigabit Ethernet*

Expansion Slots

- PCI: 2 Slots
- PCIe x1: 1 Slot
- **PCIe x16 (Graphics): 2 Slots**
- PCIe x8: 1 Slot

Chassis & Case



Form Factor
Mid-tower, choice of black or red finish

Dimensions
19.32" tall, 22.05" deep, 7.83" wide

Weight (typical)
39 lbs (55 lbs packed)

Power
750 Watt Power Supply

Convenience
Tool-less drive bays

Thermal Management
ATX motherboard and chassis design

Drive Bays
Two 3.5" hard disk drive bays
Two 5.25" bays with self-tending drive doors for optical drives

Done

Start | Inbox for gdonner@hcjb... | AutoCAD 2005 - [L:\ACA... | Dell XPS 630 Desktop ... | NoteTab Pro - Ur



Message Edited by KryttosArcadia on 07-23-2008 08:34 AM

XPS 630, Intel Core 2 Quad Q6600
 4GB DDR2 SDRAM at 800MHz
 512MB NVIDIA GeForce 8800 GT
 500GB NCQ SATA Hard Drive (7200 RPM)
 16X DVD+R/RW
 Windows XP 64-bit

07-23-2008 01:28 PM

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Re: Time to Read Our Warranties (XPS 630i Users)

DELL-Chris_M
 Liaison
 Posts: 22339
 Registered: 06-12-2002



Message 6 of 14
 Viewed 61 times

Yes he did. He logged everything.
 * According to your service tag logs, the last post was made on 7/9/2008. So there is no record of your phone call from him. I
 Can you fix my 630i, to have TRUE 16x PCI-Express (not 8x hardware, aka DELLED).
 * Again, our descriptor on the sales page says, Expansion Slots = PCIe X16. Which is true. It does not discuss the available
 Full ESA Compatibility as per Nvidia's website (which says the 650 chipset is NOT)
 * Nvidia still says our XPS 630 is ESA compatible. Their version of the 650i chipset may not be, but the Dell version is.
 and make LightFX 2.0 Work on my system, AS PER THE ADVERTISEMENT?
 * Nope.
 *Also, if the technician determines that the System is one that should be replaced as a whole unit, a whole replacement unit with a prepaid return mailing label for the defective return may be sent directly to you. Y required to return the defective unit within ten (10) days."
 * That statement means a like for like PC swap. Not an upgrade. He is wrong. He is not part of the Dell Legal department (w/ Dell is prepared to offer you a refund. That is all we are going to do. No credits, no system upgrades, refunds only.



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07-23-2008 01:58 PM

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Re: Time to Read Our Warranties (XPS 630i Users)

KryttosArcadia
Bronze
Posts: 62
Registered: 06-11-2008



Message 7 of 14
Viewed 56 times

So you admit then that Dell committed Fraud and False Advertisement?

XPS 630, Intel Core 2 Quad Q6600
4GB DDR2 SDRAM at 800MHz
512MB NVIDIA GeForce 8800 GT
500GB NCQ SATA Hard Drive (7200 RPM)
16X DVD+R/RW
Windows XP 64-bit

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07-23-2008 02:00 PM

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Re: Time to Read Our Warranties (XPS 630i Users)

DELL-Chris_M
Liaison
Posts: 22339
Registered: 06-12-2002



Message 8 of 14
Viewed 44 times

No. I never stated that.



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07-23-2008 02:06 PM

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Re: Time to Read Our Warranties (XPS 630i Users) [Edited]

KryttosArcadia
Bronze
Posts: 62
Registered: 06-11-2008



Message 9 of 14
Viewed 40 times

Then what would you call what i Just showed up in those advertisements? Dumb Consumers? I mean Chris, dont get me w the eyes of Consumers AND any and all Legal action that is/or will be taken

Can you fix my 630i, to have TRUE 16x PCI-Express (not 8x hardware, aka DELLED).
* Again, our descriptor on the sales page says, Expansion Slots = PCIe X16. Which is true. It does not discuss the available

So you're saying that. Despite it saying 16x, its only 8x. And thats the consumers fault?

Full ESA Compatibility as per Nvidia's website (which says the 650 chipset is NOT)
* Nvidia still says our XPS 630 is ESA compatible. Their version of the 650i chipset may not be, but the Dell version is.

Apparently not considering swapping the motherboard fixes EVERY problem that 630 users are having.

and make LightFX 2.0 Work on my system, AS PER THE ADVERTISEMENT?
* Nope.

So again, Fraud, False Advertisement. I smell C.A. Suit. Dell is hardly the "friendly" company it makes itself out to be. Lets

FEB 22, 2005 - SUIT ACCUSES DELL OF DEFRAUDING CUSTOMERS+ Dell uses multi-media advertising, bait-&-switch r + Suit charges Dell, DFS and CIT w/ violating California's Consumer Legal Remedies Act by false advertising & bait-and-swit conditions of sales and financing; violating the California Business and Professions Code by knowingly distributing false and financing programs; and entering into unlawful contracts and charging excessive finance charges.
+ "Knowing that these consumers are not sophisticated, Dell nonetheless inundates them with a dizzying array of advertisem
+ While the names of the computers, model numbers and pictures are usually consistent, the details of Dell offers vary from c
+ Complaint alleges that Dell preys on unsuspecting consumers with its scripted sales force, ever-changing ad offers and hig interest rates and hidden charges.

FEB 23, 2005 - SUIT ACCUSES DELL OF BAIT-AND-SWITCH TACTICS
+ San Francisco firm Lerach Coughlin Stoia Geller Rudman & Robbins has slapped Dell with a suit charging the computer gi
+ Accuses Dell of "bait and switch" practices, false advertising, fraud and deceit in sales and advertising, and breach of contr
+ Lerach Coughlin Stoia said Wednesday that it has reviewed hundreds of complaints. "We got quite a few complaints. We a
+ Dell sells more personal computers than any other provider on the globe.
+ Suit alleges that Dell has violated numerous California laws and codes of conduct, including the California Consumer Legal

AUG 15, 2006 - DELL FACING SLEW OF CHINESE SUITS OVER CPU SWITCHEROO
+ Chinese owners of Dell's Inspiron 640m laptop are apparently furious over the fact that the company misleadingly equipper
up to sue over the alleged defrauding, according to news site China Daily.
+ Since the only real difference between the T2300 and T2300E is the former's support for Intel's Virtualization Technology, t
peevd that they're not getting all the functionality they paid for.
+ Discrepancy first discovered in early June by a single owner, who by way of an online bulletin board, learned that hundreds
+ The owner filed suit against Dell in late July after having apparently been rebuffed in an attempt to get the CPU swapped o
and it was unnecessary to change," claims the owner)
+ Now 19 more customers have joined together for their own suit, with many more waiting in the wings, according to lawyers
+ Dell claims the mix-up stems from a failure to update its Chinese marketing materials, and has issued affected customers t
many of the folks involved.
+ It's unfortunate that it took a big public stink for Dell to own up to its mistake and attempt a resolution, but as with the just-a

JAN 16, 2007 - DELL HIT WITH SUIT OVER INSPIRON
+ Dell faces legal action in Canada from a user who complained the company continued to sell some models in its notebook
+ The suit was filed in the Ontario Superior Court by Thad Griffin, a resident of Ontario, on behalf of other users of Dell Inspir
+ It alleges design defects make certain Inspirons susceptible to overheating and that this overheating will cause extra wear l
+ The legal action, filed at the end of last week, applies to Inspiron models 1100, 1150, 5100, 5150 and 5160. It seeks to hav
case, is that there appears to be "a systemic problem."
+ According to Joel Rochon, a partner of Rochon Genova, the firm conducting the case, there has been a "steady flow" of pe

JUN 27, 2008 - FISER v. DELL COMPUTER CORP.
+ Plaintiff filed putative suit in New Mexico state court against Dell Computer alleging "inter alia" violations of the state's unfai
+ The suit alleged that Dell "systematically misrepresents the memory size of its computers."
+ The Supreme Court held that "the suit device is critical to enforcement of consumer rights in New Mexico."

MAY 28, 2008 - COURT FINDS DELL GUILTY OF FRAUD, FALSE ADVERTISING
+ Dell was found guilty on Tuesday of fraud, false advertising, deceptive business practices and abusive debt collection pract
+ Albany County Supreme Court found that Dell:
- deprived customers of technical support that they bought or were eligible for under warranty in several ways, including by re
- repeatedly transferring their calls and frequently disconnecting their calls
- failed to provide onsite repairs for customers who bought contracts for such support and often blamed software when hardw
- refused to offer support when a support contract ended, even though the user had first complained about a problem before
- subscribers to a "next-day" repair service sometimes waited as long as a year for support
- Dell and affiliate Dell Financial Services advertised special no-interest financing, but denied almost everyone those terms
- sold customers products without informing them that they didn't qualify for the special financing terms and then charged the
- incorrectly billed people for cancelled orders and for accounts they didn't authorize
- harassed the people for payment, using illegal billing and collection practices
+ The court will determine how much Dell will have to pay in restitution to affected customers and will also require Dell to pay
+ Dell hopes that the court will find that only a few people had bad experiences. "We're confident that when the proceedings

statement. "We believe that our customer service levels are at or above industry standards."

Message Edited by KryttosArcadia on 07-23-2008 09:31 AM

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07-23-2008 02:11 PM

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Re: Time to Read Our Warranties (XPS 630i Users)

KryttosArcadia
Bronze
Posts: 62
Registered: 06-11-2008



Message 10 of 14
Viewed 30 times

Also. The person I talked to left me a number, and did not ask for my service tag.

XPS 630, Intel Core 2 Quad Q6600
4GB DDR2 SDRAM at 800MHz
512MB NVIDIA GeForce 8800 GT
500GB NCO SATA Hard Drive (7200 RPM)
16X DVD+R/RW
Windows XP 64-bit

07-23-2008 02:21 PM

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