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## About Warranty Repairs

Some products sold directly by Amazon.com and covered under a manufacturer warranty, have the option of being repaired by a third-party repair service provider, who the manufacturer authorizes to repair their products.

### Manufacturer warranty coverage

Manufacturer warranties may not apply in all cases, depending on factors like the use of the product, where the product was purchased, or from whom you purchased the product.

If you'd like a copy of the manufacturer warranty for a product found on Amazon.com, you can contact the manufacturer directly or visit their website for more information. Review the warranty carefully, and contact the manufacturer if you have any questions.

### How to send an item for repair

Send the item directly to the third-party repairer using the instructions found [here](#).

#### Note:

- Shipping to the repair center is free.
- Return shipping is free if your item is covered under the warranty.
- Return shipping is also free if the repair is not covered under warranty and you decide not to have a third-party repair your item.
- When the third-party repairer receives your item, you'll receive a confirmation email. The item will be inspected and the issue diagnosed. If the defect is covered by the manufacturer warranty, the item will be repaired free of charge and returned to you.
- Repairs usually take up to 14 business days (including delivery time), but may take slightly longer.
- If the problem isn't covered by the manufacturer's warranty, or if the warranty is voided (for example, the item was accidentally damaged), you'll be contacted by the repairer with a repair estimate.
- You can decide whether to ask the repairer to proceed with the repair at an additional cost, or have the item returned to you free of charge. Payment for such repairs, including any applicable delivery charges, are made directly to the repairer.
- You can check the status of your repair by following the instructions in the repair confirmation email you receive or via the following website, once one business day has passed since the creation of your label.

#### InteliSol, Inc. (Samsung and HP PCs)

- **Contact:** <https://www.checkpcstatus.com/Status.asp>
- **Terms of Service:** <https://www.checkpcstatus.com/TOS.asp>
- **More Information:** Sign in with the RMA provided in your repair request confirmation email and your phone number or email address.

#### ComputerCare (Dell and Lenovo Desktop/Laptop PC's)

- **Contact:** <https://computercare.net/amazon-support/>
- **Terms of Service:** <http://computercare.net/terms-of-service/>
- **More Information:** Enter your Work Order # (RMA provided in your repair request confirmation email) and your email address.

#### ACER (ACER Desktop/Laptop/Chromebook/Tablet/Netbook/Cloud Computer PC's)

- **Contact:** <https://customercare.acer.com/customercare/CaseStatus.aspx>
- **Terms of Service:** <https://www.acer.com/ac/en/US/content/standard-warranty>
- **More Information:** Select the option to search via Case ID and enter the RMA provided in your repair request confirmation email