



Damage fee table

Estimated associated costs
with laptops, tablets and
smartphones return.

Estimate associated costs with laptop return

Problem	Description	Current charge range*
System board	Machine returned an error indicating system board failure, Power On Self Test (POST) failure, defective system board.	\$25–\$300
Admin. password lock	Admin. password not removed from machine, locking processor/hard drive.	\$50–\$400
Hard drive	Missing, damaged, nonfunctioning drive or drive is smaller than model specification.	\$25–\$75
Memory	Missing, damaged, nonfunctioning memory or memory is incompatible with model specifications (voltage and parity vs. non-parity).	\$15–\$90
Notebook keyboard	Nonfunctioning keyboard.	\$25–\$125
Case	Any cracks found in case, including but not limited to cracks in lid, base, keyboard frame, or on keyboard surface.	\$50–\$100
AC adapter port	Cracks around the AC adapter port insulator.	\$50–\$100
Notebook LCD (Liquid Crystal Display)	Scratches, cracks, burned image on LCD, mouse dots, cloudy screen.	\$50–\$300
Battery	Missing or wrong battery returned with machine.	\$50
CD/DVD	Missing, damaged or nonfunctioning CD/ DVD.	\$20–\$30
CDRW or DVD/CDRW	Missing, damaged or nonfunctioning CDRW or DVD/CDRW.	\$50–\$75
DVDRW/CDRW (Multiburner)	Missing, damaged or nonfunctioning DVDRW/CDRW multiburner.	\$125–\$200
External disk drive	Missing, damaged or nonfunctioning drive.	\$25
AC adapter	Missing, damaged or nonfunctioning AC adapter.	\$35
PCMCIA adapter card/connector	Missing, damaged or nonfunctioning PCMCIA card/connector (e.g., modem, network card).	\$25
Docking station key	Missing docking station key.	\$35
PC keyboard	Missing keyboard.	\$20
PC mouse	Missing mouse.	\$5
Damaged monitor (CRT and flat panel displays)	Monitor will not power on, does not display picture or is physically cracked or shattered.	\$10–\$115
Burnt screen monitor (CRT and flat panel displays)	Lines or characters burnt into the screen, more than 1" along border or > 1 character in size, mid-screen.	\$10–\$170
Monitor tilt/swivel base	Missing or damaged pedestal.	\$10–\$25
Monitor power cord	Missing or damaged power cord.	\$10–\$15
Monitor VGA cable (analog)	Missing or damaged VGA cable	\$10
Monitor DVI cable (digital)	Missing or damaged DVI cable	\$20
Flat panel display Scratched/damaged display.	Scratched/damaged display.	\$50–\$225

Flat panel display power adapter	Missing or damaged power adapter.	\$25
Printer toner cartridge	Missing toner cartridge.	\$25
Printer case	Missing/damaged printer cover panels.	\$25
Printer failure	Printer will not power on.	\$50
Server Rail Kit	Missing Server Rail Kit	\$50
Certification of Authenticity (Microsoft License)	Damaged or Missing COA	\$20
Missing Notebook Docking Station	Missing Notebook Docking Station (leased as part of a notebook)	\$35
Underwriters Laboratory Certification	Missing Underwriters Laboratory Certification (UL)	\$75

* Amounts in US dollar. Prices and charges subject to change without notice due to fluctuating parts prices, availability and newly identified damage.

Estimate associated costs with tablet/smartphone return

Problem	Current Charge Range*
Admin. Password prevents boot up	\$170
Broken/damaged USB port	\$45
Broken/missing control buttons	\$50
Camera Defect	\$35
Cracked display	\$160
Cracked Front Surface	\$25 to \$150
Damaged AC Adapter	\$12
Defective display	\$175
Defective speaker	\$35
Defective/dead battery	\$35
Missing power/data cable	\$24
No power / no video	\$225
Non-removable Security Tag/Device	\$72
Scratched Display	\$25 to \$200
Spots on display	\$50
Scratches on Plastics	\$35

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