



Questions of Cash - The Independent

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Our English Dell computer wouldn't work in France

Q. We bought a Dell Vostro PC in April and a technician set it up in our English home. It seemed to work fine, so we took it to France. After a couple of days it stopped working. I phoned Dell, which said we had to speak to Dell France. After a long time on the phone we found it could not be fixed. I was promised by Dell in England that a technician would visit us in France. But Dell got confused and someone came to our house in England.

When we next visited France promised software had not arrived and the person who was going to home visit us had gone on holiday. We then took the PC back to England to request a replacement. We were told this was not Dell's policy, but they would send out a technician to replace the motherboard and hard drive. The computer is now working, but I want compensation for the £77.50 I paid to bring the PC back to England. *PS, Buckinghamshire.*

A. Dell points out that the collect and return warranty only applies in the UK. Dell says it was as a gesture of goodwill that it connected you with a service engineer in France. It was also, says Dell, a gesture of goodwill that it offered to send out a technician to your home address in England, although home service was also not included in the terms of your purchase. Its spokeswoman added: "Costs associated with the transport of the laptop between the two countries are the customers' own."

Questions of Cash cannot give individual advice. But we'll do our best to help if you have a financial dilemma. Email us at: questionsofcash@independent.co.uk