

## **Thank You For Your Query**

**In Response To Your Query To Sell Your Laptop We Have Sent You Two Emails.**

**One Is Labeled "Quote Help" And Helps To Answer This Questionare:**

**This One Is Your Quote Help, The Other One is "Quote Questionare" and should be replied too.**

**Instructions for doing so are in that email at the top.**

**You can keep this open to help you answer questions as completely and honestly as possible**

**We'll Reply With A Quote As Soon As Possible.**

**All Quotes Subject To Verification Of Information Provided.**

## **Laptop Model Help:**

- **Compaq laptops.** Located on the frame around the screen.
- **Dell laptops.** Located below the display, on the plastic cover above the keyboard. Service Tag is On A Sticker Somewhere On Laptop Labeled "Service Tag"
- **Gateway laptops.** Located on the sticker at the bottom of the laptop; it can be easily identified by words "MODEL NO.:" preceding it.
- **HP laptops.** Located on upper right corner of the screen, or on the sticker at the bottom of the laptop "HP xxxxx series".
- **IBM laptops.** Located below the display, on the plastic cover above the keyboard.
- **Sony laptops.** Located below the display, on the plastic cover above the keyboard.
- **Toshiba laptops.** Located on the sticker at the bottom of the laptop "Toshiba Satellite xxxx".

## **Identifying your laptop screen size**

In order to determine your laptop's LCD screen size you have to measure it diagonally with a ruler. If the measurement is 12.7" to 13.3", then it is a 13" screen; if the measurement is 13.7" to 14.3", then it is a 14" screen; and so on.

If you are unsure of the size of your LCD screen, check 14", as it is the most common

## **Determining Condition:**

**Like New.** No usage marks and no scratches on the case, no scratches or cracks on the screen, same-as-new condition.

**Good.** Very minor usage marks and very minor scratches on the case, screen in ideal condition with no scratches or cracks.

**Average.** Minor usage marks on the keyboard, some usage marks and some scratches on the case, few scratches but no cracks on the screen.

**Poor.** Heavy usage marks on the keyboard, heavy usage marks and many scratches on the case, apparent scratches but no cracks on the screen, missing screws, missing Windows sticker.

**Very Poor.** Very heavy usage marks on the keyboard, very heavy usage marks and many scratches on the case, apparent scratches but no cracks on the screen, missing screws, missing Windows sticker, broken parts (i.e., hinges, lid, screen basil, major cracks on the body), misaligned parts from previous repair attempts.

## **Missing/Bad Damaged Parts Section:**

**AC Adapter.** Also commonly known as a power cord; little box with a cable that goes into an electrical outlet that is used to provide AC power to your laptop.

**Battery.** If your laptop can run unplugged for periods of over 45 to 60 minutes, then the battery is considered in good working order. If your battery cannot run for as long, or if your laptop is physically missing a battery, please put a checkmark next to "Battery."

**Hard Drive.** Put a check mark next to "Hard Drive" if your laptop's a hard-drive was removed and is not physically inside the chassis.

**Optical Drive.** Put a checkmark next to "Optical Drive" either if your CD/DVD drive had been physically removed from laptop's chassis or if your CD/DVD drive is broken. You can recognize a broken CD/DVD drive by lack of response from the drive when you attempt to "Eject/Insert" a disc, no sound coming from the drive when the CD/DVD disc is inserted, and your software not recognizing recently inserted CD/DVD disc.

**Memory.** Put a checkmark next to "Memory" if your RAM memory chips had been physically removed from the laptop's chassis.

**Keyboard.** If any individual keys, or an entire keyboard, are missing from your laptop, or keyboard does not function properly, please put a checkmark next to "Keyboard".

## **Laptop Problems Section:**

**Laptop Does Not Power On.** If after pressing the Power On button you can't see any change on the screen (screen remains black), your laptop most likely has a serious internal hardware problem, possibly a broken main board. Please put a checkmark next to "Laptop Does not Power On" if your screen does not light up when you press the power button.

**Laptop Power Light Comes On But Nothing Shows On Screen At Any Point: .** A Malfunctioning motherboard can be identified by a variety of symptoms - random system shutdowns, random freezing, inability to re-install Windows, non-working input devices, excessive overheating (usually resulting in a shutdown) and etc. **Note:** *for Apple-made computers motherboard is called the logic board, everything else applies the*

**Laptop Does Not Boot To Desktop or Freezes After Booting:** This is a special case of the above. It is often mistaken for Viruses but in truth it too is usually a bad motherboard. Please place checkmark here if this is the case. this deduction applies to relatively minor damage, i.e. unit is able to power up or shows some signs of life (lights coming on, partial boot); for units that show no response whatsoever after pressing "Power" button, please use the "Does Not Power On" option.

**External AC Adaptor Damaged, Malfunctioning or Not Working:** If the wires on this are frayed, missing, cut or if the light on the adaptor does not come on when you plug it in this adaptor is bad.

**Laptop Power Jack is Broken or Missing:** DC Jack is the plug that accepts power from the External AC Adaptor on the laptop. Every day abuse of plugging and unplugging the AC power source wears down the solder connections on the motherboard. Here are the two most common symptoms for this damage: (i) Laptop will not accept external AC Power and constantly remains on battery, till the battery dies, (ii) You have keep moving the cord around till it starts accepting external power.

**LCD Screen is Cracked or Missing:** It is easy to visually identify a damaged screen even if your laptop does not power on. Shine a bright light on your screen and if you see any dark-black crack marks on the surface of your LCD screen, then your screen is damaged. Your LCD screen is considered defective if the image displayed is not centered on the screen, if it displays various types of vertical or horizontal color lines, or if anything about the screen display is out of the normal.

**LCD Screen Malfunctions:** Whenever you get random system freezing, vertical lines across the screen, washed out or "fuzzy" image quality, excessive overheating, frequent lockups in graphically intensive applications, random video-driver related crashes - those are all good indicators of a failing Video Card. This mostly applies to higher end systems, with faster and more demanding videocards, which tend to fail more due to higher heat emissions.

**Hard Disk Drive is suspected to be malfunctioning:** Hard Drives are usually nearly silent but some do make a muted clicking sound when they're being accessed - this is normal. However, if your HDD makes pronounced clicking noises, your system blue screens, your system keeps re-booting, you get a "Drive not formatted" message, your operatig system is not found during boot - those are all symptoms of a failing HDD.

**Optical Drive (CD) does not read some or any disks:** If you've put in any Cd or DVD that wouldn't read on this drive when it would read on another then this drive is failed or failing. In addition if the front bezel plate on the drive is loose or missing then this drive is considered bad.

**Network Does Not Work.** Put a checkmark if your computer is unable to connect to a wireless network or through a cable plugged into the Ethernet port due to a hardware problem

**USB Port/Ports Do Not Work:** If you've plugged things into any USB port and it would not work, a port is usually bad

**No Sound:** Self Explanatory

**Had One or more Blue Screens Of Death:** Picture Below Shows A Blue Screen Of Death

**Previous Repair Has Been Attempted On Laptop:** Put a checkmark if there was any previous repair work attempted on your laptop.

