

Service Description: Return for Repair – Carry In Service

Service Overview

Dell™'s Return for Repair – Carry In Service is to provide easy method for getting your in warranty computer system up and running. This is a drop-off service initiated by just calling Dell Technical Support and a certified technician will help you troubleshoot over the phone. If the technician determines that the issue requires your computer be repaired at a Dell designated repair center, you'll be asked to bring and carry-in your computer to a Dell designated repair center for support (which includes repair and/or replacing parts).

Dell will repair and/or replace defective parts within the product warranty period. Once your computer has been repaired, you will be contacted and asked to make arrangements to collect it.

Return for Repair – Carry In Services are available during standard hours, Monday to Friday (excluding Public Holidays)

Country	Technical Support Tel#	Working Hours
China	400-881-1852	0830 - 1630
India	1-800-425-8045	0900 - 1700

Support Process

- Customer to contact Dell Technical Support for system problem.
- Dell Technical Support identifies root cause. In the event that a hardware fault has been diagnosed and cannot be resolved through telephone-based troubleshooting with Dell's Technical Support technician, Customer will be informed to send the system to the Dell designated repair center for repair. The repair service carried out does not include installation of products or applications
- Customer is required to bring the faulty system to the Dell designated repair center for repair, before 4.30pm. If faulty system is received after 4.30pm, the repair will only start next business day.
- Customer is required to sign on the form that is the SDAR (Service Delivery Acknowledge Report or the form applicable at the relevant time designated by Dell and complete the information requested, including the date and time the system was carried-in or received by the repair center.
- The approximate repair lead time is 3 business day from the system receipt date.
- The technician will contact the customer if there is a delay with the repair.
- Customer is required to collect the system back from the repair center and to provide acknowledgment by signing off on the relevant form.
- In the event that the technician is directed to perform services of activities that are outside the scope of this Service Description, the out of scope activities and the charges for those out of scope activities will be addressed either in a change control form or a customized statement of work.
- Where it is permitted by local laws, replacement parts may be reconditioned or refurbished. Replacement parts are provided on the basis of specification and not on brand and model.

Not included with this service:

- a. Collection of system shipped via freight to Return for Repair – Carry In Service repair center.
- b. Deliver of system by whatever means to / from the repair center.
- c. De-installation or re-installation of neither product(s) nor application(s) or any activity not specifically described in this Service Description.
- d. This service does not include any software application; installation or configuration other than may be specifically noted below.
- e. Recovery or transfer of data.
- f. Re-configuring/re-mapping existing wireless keyboards and/or wireless mice.
- g. Warranty service or support for Third Party Products.
- h. Scripting for application installations at the desktop.
- i. Troubleshooting of applications, a non pre-installed Microsoft operating system, application compatibility issues, or viruses.

- j. Network printer installation or network file share mapping except in the case of Standard and Custom Services as set forth in this Service Description.
- k. Server or router configuration of any kind.
- l. Attachment of system to network other than an Ethernet LAN.
- m. Transfer of applications.
- n. Disaster recovery (such as application software, reloading data).
- o. Customization of end user's MS-Windows desktop, including desktop Icons, folders and the configuration on non-business applications except as expressly stated in this Service Description.
- p. Removal of de-installed system from the customer's premises.
- q. Any activity not specifically set forth in this Service Description.

Customer's Responsibilities:

In the event a problem occurs, the customer should call Dell Technical Support at the designated toll-free Technical Support number:

- A. Prior to calling Dell, the customer should have the following information available :
 - 1. The system service tag number.
 - 2. Model type/numbers for the system.
- B. While on the phone with Dell, the customer should :
 - 1. Participate in the problem isolation process by follow the basic diagnostic steps requested by Dell Technical Support.
- C. Prior to calling Dell, the customer should have the following information available :
 - 1. Remove all sensitive / private data stored on the system.
 - 2. Customer must provide Technician with OS CD (Linux, XP, Windows 2000, Vista and any Dell OEM OS and resource CD).
 - 3. Ensure system is packed appropriately to minimize damage during the shipment process (if the system is shipped by customer).
- D. While visit Repair center :
 - 1. Cooperate to sign documents required.
 - 2. Actively cooperate with the work of Engineers.

Dell's Responsibilities:

If, during the initial troubleshooting process, it is determined that a part is required to complete the service call:

- 1. The technician will order a replacement part required to repair the defective system.

Customer Obligations

In order to enable Dell to carry out its support obligations the customer without limitation should:

- Complete backup of all existing data and programs on all affected systems prior to the delivery of this Service. It is the Customer's responsibility to maintain the backup. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS or loss of use of system(s) arising out of the services or support or any act or omission, including negligence, by Dell or a third-party service provider.
- Provide Dell with full, safe and prompt access to the products.
- Where possible, provide a technically competent person with knowledge of the system and fault to be present throughout the repair and to actively assist in troubleshooting.
- Ensure the system is in an easily accessible location with adequate space, health and safety conditions.
- Provide such telecommunication facilities as are reasonably required by Dell for the performance of its obligations and for any other testing, diagnostic and remedial purposes at the customer's expense.
- Keep full security copies of any software and data in accordance with best computing practice and in any case before requesting Services from Dell.
- Acknowledge that they are responsible for recovering their own application software after any such Services have been provided.
- Inform Dell of any system relocations.
- Any other actions that Dell may reasonably request in order to best perform the service.

System Location & Supportability

The Return for Repair - Carry-In Service defined in this document is available for selected products only namely Vostro A series and/or other products identified by Dell from time to time. The Return for Repair – Carry-In Service is not available to and does not support Optiplex, Latitude, Workstations, Vostro, Servers & Storage.

The Return for Repair - Carry-In Service is only available in selected countries namely China and India. The Return for Repair - Carry-In Service described herein may not be available in all locations within the countries.

Dell may from time to time add or change the list of supported countries and locations **and you are advised to check with your local Dell office regarding this Service.**

The Service is valid in the country in which the system was purchased. Dell will transfer the service PROVIDED that Dell is advised of the relocation AND the service is available in the destination location. The Service will be available in the new country once Dell has accepted the transfer and updated the Customer's new location on Dell's records. Service details may vary if moving to a Dell direct country outside of the countries identified in this document.

It is the customer's responsibility to advise Dell if systems are being relocated internationally. Customers should complete the transfer form located on the Dell's website <http://www.dell.com/globaltagtransfer>

If the system is relocated without notifying Dell as described above , This Service may not be available and/or be modified and/or subject to change and/or further charges if Customer fails to comply with the terms of the Service Description and Dell shall not be responsible for provide this Service to the Customer.

EXCLUSIONS

Without limitation, the scope of Dell's Technical Support fault diagnostics and Return for Repair - Carry-In **does not include** support for the following:

- General usage and "how to" questions with Dell factory-installed software over 30 days.
- Configuration and diagnosis of the Dell factory-installed operating system or factory-installed applications for use with customer-installed applications and hardware.
- Configuration, installation and validation of non-Dell supplied operating systems, software, applications or drivers/fixes over 30 days.
- Commercial upgrades whether purchased from Dell or not, e.g. Microsoft® Office XP Pro upgrade.
- Configuration of all communication software, unless required for troubleshooting.
- All non-Dell supplied hardware and peripherals, their installation and compatibility with Dell branded hardware. The original manufacturer of the product provides support.
- Dell supplied software and peripherals, unless otherwise specified.
- BIOS/Firmware upgrades for non-Dell branded systems, unless part of fault resolution.
- Invalid software and hardware configurations.
- Backing up and restoring customer's data.
- Customer applications and data.
- Unnecessary work in Dell's assessment.
- Consumables and wear and tear to items such as plastics and diskettes.
- Non-critical failures that fall within industry specified tolerances e.g. noise, individual LCD pixels.
- Games and add-on packages from date of purchase (e.g. educational packs).
- Preventative maintenance.
- Repair of system after virus infection other than installation of the operating system to the default Dell factory settings.
- Custom factory integration items over 30 days will not be supported unless specifically agreed in a separate writing by Dell.

Important Additional Information

Claims of Confidentiality or Proprietary Rights. Customer agrees that any information or data disclosed or sent to Dell or Dell Return for Repair – Carry In Service repair center, over the telephone, electronically or otherwise, is not confidential or proprietary to Customer.

Terms and Conditions. Dell is pleased to provide these Services, in accordance with this Service Description and the terms and conditions of any applicable separate signed agreement between Customer and Dell, and in the absence of such an agreement, Dell's standard Terms and Conditions of Sale, Service and Technical Support, which are available on request or at www.dell.com/ap/services/T&C .

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