



Service Description

Keep Your Hard Drive - Indonesia

Introduction

Dell™ delivers a series of services to satisfy our customer's needs. The service outlined within this document (the "Service Description") describes the Dell's Keep Your Hard Drive¹ service offering. The Keep Your Hard Drive¹ service is available in Indonesia. The services described within this document is available on OptiPlex™ desktops, Latitude™ notebooks, Dell Precision™ workstations, Vostro™ notebook/desktop, PowerEdge™, PowerEdge™ SC servers and PowerVault™ storage.

Service Overview

Greater security awareness and data privacy requirements have raised awareness of the importance of maintaining security of sensitive data kept on hard drives. Organisations now realise that sensitive data kept on a hard drive – even a drive that is not working properly – may be recovered using newly developed technology. Due to these concerns, many organisations now keep their failed hard drives instead of returning them to the manufacturer.

Dell's Keep Your Hard Drive service gives you the option of retaining your failed hard drives (those covered under warranty), while receiving a replacement hard drive. This service provides you control over and responsibility for any sensitive and confidential data contained on the hard drive, and allows you to determine the method of disposal for the failed hard drive. This service is available *for purchase* at point of sale (POS) or after the initial POS (at time of hard drive failure).

Service Benefit

- Returning the failed hard drive to Dell is not required as part of this service.
- Greater Security: Provides you with the option of retaining a failed hard drive that may contain classified, proprietary or sensitive data, when receiving a replacement hard drive.
- Complete Control: Since you do not have to return the failed hard drive to Dell, this service allows you to determine exactly how you will dispose of any classified proprietary or sensitive data on the hard drive, giving you complete control over your data.
- Data Privacy: Helps you meet new requirements regarding data privacy while allowing you to maintain possession of your data.

It remains your responsibility to decide how best to handle any confidential data on the hard drive. This service option runs concurrent with the hardware limited warranty that is purchased with your computer.

Customer's Responsibilities:

Before requesting a replacement for your failed hard drive¹, you must report each instance of the hard drive failure to Dell Technical Support to obtain Dell's concurrence that the hard drive should be replaced.

Important Additional Information

Once Dell agrees that the hard drive should be replaced, Dell will ship the replacement hard drive¹ in accordance with the level of service response purchased.

Dell will only replace a failing hard drive (that is still covered by the hardware warranty) that was purchased from Dell and installed in a Dell computer, either at the time of system purchase or as a customer kit.

Dell will ship the replacement hard drive, prepaid, using same day or next-business-day delivery, as applicable to agreement type purchased.



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¹Replacement hard drives provided through this service may be new, used or reconditioned and produced by various manufacturers. Dell reserves the right to cancel this service if, in Dell's discretion, customer use of the service is not in accordance with the service terms and conditions.

Claims of Confidentiality or Proprietary Rights. Customer agrees that any information or data disclosed or sent to Dell, 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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