



Keep Your Hard Drive

Benefits include

- **Greater Security:** Dell™ will replace the hard drive in your system if deemed necessary (during a repair). You can retain classified, proprietary or sensitive data in the failed hard drive
- **Complete Control:** You can determine how best to dispose of the failed hard drive
- **Peace of mind:** Since you retain the failed hard drive, there is no risk of third parties recovering the failed hard drive and accessing your classified data

Why Choose Dell's Keep Your Hard Drive¹ Service?

Greater security awareness and data privacy requirements have raised awareness of the importance of maintaining security of sensitive data kept on hard drives. Meanwhile, new and sophisticated data recovery technologies and increasing use of computers to conduct business and maintain records make the task even more challenging.

Organizations now realize 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 organizations now keep their failed hard drives instead of returning them to the manufacturer.

Dell's **Keep Your Hard Drive¹** 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.

How does Keep Your Hard Drive¹ Service Work?

During a break-fix/repair instance, Dell Technical Support may determine that hard drive replacement is required. Once you agree that the hard drive¹ can be replaced, Dell will ship the replacement hard drive in accordance with the level of service response agreement 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, using same day or next-business-day² delivery, as applicable to agreement type purchased.

GET MORE OUT OF NOW. 

Visit www.dell.com/ap/services for more information.

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 the customer use of the service is not in accordance with the service terms and conditions.

²Technician, replacement part or unit (depending on service contract) will be dispatched if necessary following phone-based troubleshooting. Subject to parts availability, geographical restrictions (onsite and/or next business day service not available in some locations) and terms of service contract. Service timing dependent upon time of day call placed to Dell. Defective unit must be returned or paid for. Replacements may be refurbished.