



- Service Description - Out of Warranty Repair Service for Small Mobile Devices

Service Overview

Dell's Out of Warranty Repair Service for Small Mobile Devices provides a chargeable support service in addition to your statutory entitlements. It applies when the product failure is not covered by standard service* and/or statutory rights **. Devices are repaired in our central service facilities after completion of the support procedures listed below (including a problem diagnosis service via website or telephone) and the relevant charges have been accepted by you. **This Service is available for Small Mobile Devices only (Smartphones, Connected Tablet, Mobile Phones.)**

** Please Refer to Service Description for Standard Service for Small Mobile Devices for further details. See invoice to confirm length of service. After expiration of the initial length of service, additional service cover may be available for a separate charge.*

NOTE! Your Product is a sophisticated electronic device. Dell strongly encourages you to familiarize yourself with the user guide and instructions provided with and for the Product. Please also note that the Product might contain high precision displays, camera lenses and other such parts, which could be scratched or otherwise damaged if not handled very carefully.

IMPORTANT! Before sending the unit for repair, you should backup all data stored on the Product's non-removable memory, remove the SIM card, the battery, and any removable storage card (SD, CF, micro SD, etc.) from the defective Product. You must not send any accessory (charger, cables, carry case, etc.) unless instructed to do so by a Dell technician.



Services Features and Topics

Dell's Out of Warranty Repair Service for Small Mobile Devices incorporates the following standard support services

Services Features

1. Technical Support by Phone
2. [Out of Warranty] Remote Repair Service

Important Information

- A. Service charges and replacements
- B. Service Delivery
- C. Service Exclusions and Diagnostic Fee Troubleshooting – fault diagnosis
- D. Payment
- E. Transfer or Installation Services
- F. Abandoned Product
- G. Return and cancellation policy
- Z. Minimum diagnostic Fee



1. Telephone Technical Support

Telephone support and service is provided Monday-Friday during local business hours and excludes weekends and public national holidays.

If you have a problem with your Dell product and cannot resolve it using our on-line support you should telephone Dell's technical support for problem diagnosis, contact details are available here <http://www.dell.co.uk/contactdell>. This telephone support is a fast and efficient way for Dell to assess a problem and determine with each customer the best and fastest way to resolve the same. Calls to Dell's telephone technical support line may not be charged at local national rates. For further details on costs, please refer to <http://www.dell.co.uk/contactdell>

2. [Out of Warranty] Remote Repair Service

If necessary, during the telephone assessment, the Dell technician will log a Product fault call, and subject to parts availability, arrange for the product to be collected the next working day*, provided

- a) the call is logged before 16:00 Monday-Friday**; and
- b) you have accepted the estimate for the repairs as quoted by the Dell technician

Your product will then be repaired within fourteen business days after collection of your product.

IMPORTANT: Before sending the unit for repair, you should backup all data stored on the Product's non-removable memory, remove the SIM card and the micro SD card from the defective Product and keep them in a safe place

**Availability of service and response-time estimates may vary according to the remoteness or accessibility of product location.*

***Time may vary in some countries. At the time of printing, in UK, France and Germany calls must be logged before 16:30 local time for the unit to be collected during the next working day. For more information, please check with your local Dell office.*

The service-call status and estimated time of arrival (am/pm) is available at <http://support.euro.dell.com>.

A. Service charges and replacements

Dell will service your Dell product as described to you for the estimated charges stated (unless such charges are revised with your prior oral or written consent). As part of the service Dell may provide both parts and labour, but may direct that you replace certain readily installable parts yourself, as described below. In servicing your product, Dell may use new parts or parts equivalent to new in performance and reliability, or Dell may exchange the product with a product that is new or equivalent to new in performance and reliability and is at least functionally equivalent to the original product. Dell will retain the replaced part that is exchanged under the service as its property, and the replacement part will become your property. Replaced parts are generally repairable and are exchanged or repaired by Dell for value. To the extent permitted by applicable law, you hereby waive any right you may have to receive any replaced parts. If applicable law requires Dell to return a replaced part to you, you agree to pay Dell the additional cost of the replacement item.

B. Collection

If Dell determines that your product is eligible for remote repair service, Dell will send you a courier (and if you no longer have the original packaging, Dell may send you packaging material) and you will ship the product to Dell's service location in accordance with Dell's instructions. Once service is



complete, the Dell service location will return the repaired product or provide a replacement product to you. Cost of shipping to and from your location if all instructions are followed is included in the fee for the service.

C. Service Exclusions and Diagnostic Fee.

Dell may charge you a diagnostic fee, including shipping charges, of no more than the fee described in section Z below, ("Diagnostic Fee"), if Dell inspects your product and determines based on the inspection that the product does not require service. If Dell determines, while inspecting your product, that service is not needed due to the failure of parts that are not supplied by Dell nor Dell-branded, Dell may return the product to you without servicing it, and may charge you the Diagnostic Fee. If service requires additional labour or parts that were not specified in the estimated charges, Dell will ask for your approval of a revised estimate. If you do not agree that Dell may revise the estimated charges, Dell will return your product and may charge you the Diagnostic Fee. Dell reserves the right to refuse service on products that have serial numbers altered, defaced or removed or that are damaged due to accident, abuse, neglect, misuse (including faulty installation, repair, or maintenance by anyone other than Dell or a Dell Authorized Service Provider), unauthorized modification, extreme environment (including extreme temperature or humidity), extreme physical or electrical stress or interference, fluctuation or surges of electrical power, lightning, static electricity, fire, acts of God or other external causes. In such event, Dell may return the product to you without servicing it, and may charge you the Diagnostic Fee.

D. Payment.

The estimated charges are payable when you authorize the service and service cannot be started until payment has been made. The estimated charges include all parts, labour, shipping required for service, and applicable tax.

E. Transfer or Installation Services.

Unless otherwise agreed, Dell will not cover any defects or damage to any software or data residing or recorded in your product. If service involves transferring information or installing software, you represent that you have the legal right to copy the information and agree to the terms of the software license, and you authorize Dell to transfer the information and accept such terms on your behalf in performing the service.

F. Abandoned Product.

Unless you provide alternative instructions, Dell will ship your repaired or replacement product to the mailing address you furnished when you authorized service. If your product is returned to Dell because delivery could not be completed at the address given, Dell will attempt to contact you for an alternative mailing address. If you do not provide an address at which Dell or its agent may deliver your product within sixty (60) days after the original delivery attempt, Dell will notify you that it considers your product to be abandoned. Dell will send notice to the mailing address you furnished when you authorized service. In the event that your product is abandoned, Dell may dispose of your product in accordance with applicable provisions of law, and, specifically, may sell your product at a private or public sale to pay for any outstanding service performed. Dell reserves its statutory and any other lawful liens for unpaid charges.

G. Returns and cancellation policy *

If you are a consumer customer, you may cancel a purchase at any time in accordance with the Distance Selling Regulations, without cause and receive a refund of the price paid. To do this, you must inform Dell in writing no later than 7 working days after the service order is confirmed or before the service is initiated (that is before the notification to the courier to collect the unit is sent) and obtain a confirmation of cancellation.. This section does not apply to any business customer or user.



Z. Minimum Service Fee (Diagnostic Fee)

Out of Warranty Repair Service fee is variable and dependant on the complexity of the failure. You will be quoted and charged upfront for the relevant amount. Once you accept the quote provided, the service will proceed .

At times it may be not possible to determine if a failure is covered by standard service/warranty or should be out of warranty. In such a case, Dell may initiate service without preliminary payment in accordance with its “customer first” policy assuming that the repair will be covered by standard service/warranty. If the inspection by the repair centre reveals that the repair is indeed out of warranty, you will be contacted for authorization to proceed and payment. If you decide not to proceed, the minimum diagnostic fee will be due, the unit will be returned to you un-repaired after payment is authorized.

<i>Country</i>	<i>Currency</i>	<i>Fee (includes taxes (ie. VAT))</i>	<i>notes</i>
United Kingdom	GBP	59	<i>Price valid at time of publication , please ask a Dell agent for current pricing</i>
France	EUR	79	
Germany	EUR	79	
Austria	EUR	79	

* *Learn more about the Standard Terms and Conditions of Sales & Services for your jurisdiction at www.dell.co.uk (Terms and Conditions section).*

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