

## **Service Description: Dell's Home & Home Office Recycling Services**

Thank you for participating in Dell's Recycling Programme, which is provided free to Home and Home Office Customers, in addition to your statutory entitlements. This information is being provided to enable you to understand what to expect from our Recycling Programme

### **I. Service Overview**

This service provides an environmentally friendly, safe, and secure method to recycle computer equipment. The service includes two key features:

- Transportation
- Recycling

### **II. Key Service Features:**

#### **1. Transportation:**

Collection and delivery of old equipment to a Dell recycling centre.

- Dell will arrange for pickup and re-delivery to closest recycling centre.
- Pickups will be scheduled during business hours Monday – Friday 8:00am to 5:00pm
- Pickups must be scheduled a minimum of 5 working days prior to pick up request date.
- Pickup cancellations must be done with a minimum of 48 hours notice.
- You must pack and ship the products in accordance with Dell's instructions, including but not limited to instructions regarding weight limitations and quantity and types of items to be recycled.

#### **2. Recycling:**

- Dell will dispose of used equipment in such a manner as to meet local, country and EU requirements and guidelines.
- Dell will perform a destructive overwrite process or physical destruction of each hard drive received.

### **Customer Responsibilities:**

- Customer will ensure any data on the systems to be recycled is backed up and remains with the customer. Dell will not be able to return systems once they have been picked up.
- Customer will provide a representative on site the day of the pick up to direct logistics provider to the appropriate equipment
- Customer will ensure material shipped is only computer hardware and no other products or materials
- Customer will consolidate all equipment at one location.

### **Important Additional Information:**

- Products will not be returned to you.
- If you fail to comply with the responsibilities outlined in this information, then Dell is not obligated to provide the service to you. In addition, the carrier may refuse shipment, and you may incur additional fees.
- **NO CONTAMINATED PRODUCTS:** This service is not intended for products that are or have become contaminated or suspected of being contaminated with chemicals, biological agents, or other substances that are not integral to the original new equipment or otherwise associated with normal office environments.

- **SERVICE HOURS OF OPERATION:** This Service will be provided during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.
- **TITLE AND RISK OF LOSS:** For material packed and shipped by Customer, each container of material shall be clearly marked with the assigned job control number. Dell will bear the risk of loss or damage to the material during shipment to Dell or its vendor. Title shall be deemed to pass to Dell or its vendor upon receipt and possession of the material by Dell or its vendor.
- Dell does not accept liability for lost or confidential data or any software; it is the customer's responsibility to backup any data or software they need to retain.

### **Returns Policy/Service Cancellation**

In accordance with the Distance Selling Regulations, Consumers may cancel an order at any time within 7 working days of receipt without cause and receive a refund of the price paid. To do this the Consumer must inform Dell and obtain a Returns Authorisation number. Where you have agreed to start the service within 7 working days of order, your cancellation rights will end when performance of the service starts. For the avoidance of doubt, this shall be deemed to be 2 working days prior to the agreed date for collection of the system. If you wish to cancel this order in accordance with this policy please send an email to [dell-recovery@omnico.com](mailto:dell-recovery@omnico.com).

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