



## Service Description

### Basic Hardware Support

## Service Overview

Dell is pleased to provide Basic Hardware Support (the "Service" or "Basic") in accordance with this document (the "Service Description") and the on-site and/or mail-in level of service purchased by Customer (if any). This Service provides support with defects covered under the Customer's Limited Warranty defined at the time of purchase or time of extension/renewal for Dell-branded client, server, storage, networking and storage products. Specifically, Basic includes the following support:

- Access to Basic telephone support queue which provides basic hardware break/fix troubleshooting phone support for a Supported Product (as defined below) during business hours (Monday through Friday from 6:00 AM to 7:00 PM, excluding regularly observed holidays).
- Remote troubleshooting assistance for many common support issues, when available and with Customer's consent, in which Dell technicians connect directly to the user's system over a secure internet connection to expedite and enhance the troubleshooting process.
- Access to online Support at [www.support.dell.com](http://www.support.dell.com) provides 7x24 online access to technical information.
- On-site dispatch of service technician and/or warranty parts to Customer's business location during business hours (as necessary and according to level of on-site service purchased) for repairs and resolution necessary due to a defect in materials or workmanship on the Supported Product.
- CAR service and support (as necessary and according to level of service purchased) for repairs and resolution necessary due to a defect in materials or workmanship on the Supported Product.

**Supported Product:** This Service is available on select Dell OptiPlex™, Latitude™, Dell Precision™, Vostro™ personal computers, Dell printers, PowerEdge™, PowerEdge SC™, PowerVault™, PowerConnect™, which are in a standard configuration (the "Supported Product"). The Basic Supported Product covered under this Service Description is identified on Customer's Dell invoice. A separate Basic Support contract must be purchased by Customer for each Supported Product. (For instance, the printer attached to an entitled system is NOT covered unless the printer has a separate support contract of its own.) Each Supported Product will be tagged with a serial number (the "Service Tag").

Please read this Service Description carefully and note that Dell reserves the right to change or modify any of the terms and conditions set forth in this Service Description at any time, and to determine whether and when any such changes apply to both existing and future Customers.

## Support Procedures

### Contacting Dell For Service

**Low-Urgency Support Requests:** For issues not requiring urgent response, Customer may submit a service request online through the Support website for the appropriate region:

*Web site:*

- Europe — <http://support.euro.dell.com/support/emailtechsupport/>

**Hardware Phone Support Queue:** Basic Support is intended for use during business hours Monday through Friday from 6:00 AM to 7:00 PM, excluding regularly observed holidays.

#### 1. **Before Customer contacts Dell, have the following information available:**

- Service Tag number and/or case number.
- Supported Product's invoice and serial numbers.
- Model number of the Supported Product.
- Current version of the operating system.
- Brand names and models of any peripheral devices (such as a modem) being used; and
- Description of the problem and any troubleshooting steps Customer has already taken.



## Service Description

### Basic Hardware Support

#### 2. Call for Assistance

- Call the telephone number for this Service: **see for the correct phonenumber:** [http://support.euro.dell.com/support/topics/topic.aspx/emea/shared/support/dellcare/en/byphone\\_prod?c=uk&cs=RC1078544&l=en&s=pad](http://support.euro.dell.com/support/topics/topic.aspx/emea/shared/support/dellcare/en/byphone_prod?c=uk&cs=RC1078544&l=en&s=pad) . Call from a location which includes physical access to the Supported Product if needed during phone-based troubleshooting.
- Calls to this Support number outside normal business hours (6:00 AM to 7:00 PM, excluding regularly observed holidays) may have significantly longer hold times, and the analyst may need to schedule a call-back during normal business hours.
- Provide the Service Tag number and other information as requested to the analyst. Analyst will verify support level and any expiration of Services.
- Provide the Service Tag number and other information as requested to the analyst.
- The analyst will verify the support level and expiration of service for the Supported Product.

#### 3. Assist with Phone-Based Troubleshooting

- When requested, identify error messages received and when they occur; what activities preceded the error message; and what steps Customer have already been taken.
- Provide current version of the Operating system
- Provide brand names and models of any peripheral devices (such as modem) being used
- The analyst will go through a series of standardized troubleshooting steps over the phone to help diagnose the issue.
- If Customers do not wish to or are not able to perform an initial phone-based troubleshooting, Customers must upgrade the Supported Product to ProSupport and purchase the optional on-site troubleshooting resolutions. If on-site dispatch is necessary, analyst will provide Customer with additional instructions.

## On-Site Support

On-site response options vary depending on the type of service Customer purchased. Customer's invoice indicates Customer's type of on-site response, if any. Provided all applicable terms and conditions set forth in this Service Description have been fulfilled and Customer has purchased on-site support, following phone based troubleshooting and problem determination, the analyst will determine if the issue requires an on-site technician and/or part to be dispatched. Dell will dispatch a service technician to the Customer's business location (indicated on Customer's invoice or Customer's applicable separately signed agreement with Dell) as necessary and pursuant to the table below. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.

Type of On-Site Response	On-Site Response Time	Restrictions/Special Terms
Next Business Day On-Site Response Service	Following phone-based troubleshooting, a technician can usually be dispatched to arrive on-site the next business day.	<ul style="list-style-type: none"> <li>• Available 5 days during local business week - <i>excluding</i> regularly observed local holidays; Local business hours.</li> <li>• Calls received by Dell after 5:00 PM local time and/or dispatches made after that time may require an additional business day for service technician to arrive.</li> <li>• On select Dell models only.</li> <li>• Where NBD service is not available an alternative SLA will be agreed</li> </ul>

**Missed Service Visit.** If Customer or Customer's authorized representative is not at the location when the service technician arrives, the service technician cannot service the Supported Product. The technician will leave a card to let Customer know he or she was there. If this occurs, Customer may be charged an additional charge for a follow-up service call.



## Service Description

### Basic Hardware Support

#### Collect & Return Support

European collect & return services include, from the date of delivery, a support service in addition to your statutory entitlements which is designed to assist in giving you peace of mind. Should the system develop a fault, Dell's CAR service can provide a collect, repair and return service after completion of the support procedures listed below (including a problem diagnosis service via website or telephone) for the duration of the service period. This service is available for Inspiron, value Latitude and Dimension systems only

\*See invoice to confirm length of service after which the service is subject to a separate charge. Notwithstanding the length of service period, Dell provides 1 year non upgradeable hardware support for Dell consumables and accessories such as media, carry cases, CMOS batteries and notebook batteries. After expiration of the initial length of service, additional service cover is available for a separate charge.

#### II. Support Procedures – the 4 levels of support

Dell's CAR Service supplements your statutory rights and incorporates the following standard support services plus a collect, repair and return service if necessary:

1. 30-day getting started Assistance – Dell offers a standard 30 day telephone support program at no additional charge for installation optimization, configuration and limited usage questions during the critical 30-day period after delivery of your system. This program is available on factory installed operating systems and desktop/notebook applications.
2. 24/7 comprehensive on-line support – Dell's standard support website provides on-line assistance, including troubleshooting information, problem diagnosis tools and downloads.
3. Telephone technical support – Dell provides a telephone support to all customers to assist troubleshooting problems on your Dell hardware
4. European collect and return service covering labour and the expedited repair or replacement of parts in the main system unit, including monitor, keyboard and mouse, if not ordered separately, within 6 business days and after confirmed diagnosis with Dell technical support.

### Basic Service Does Not Include:

- Operating system, software or database assistance or support.
- Media replacement for non-Dell branded / manufactured software (i.e. Microsoft® Office) or software Dell no longer ships with new systems.
- Assistance with configuration, optimization, installation, relocation, or upgrades.
- Access to senior-level engineers.
- Fast-Track Dispatch service.
- Emergency dispatch or Customer-set incident severity levels.
- Case management or escalation management.
- Warranty, repair, or any other type of service for third party products or collaborative support with third party vendors or partners.
- Accessories, operating supplies, peripherals or parts such as batteries, frames, and covers.
- Preventive maintenance.
- Support or repairs for any damage to or defect in the Supported Product that is cosmetic only or otherwise does not affect device functionality. Dell will not repair wear and tear on the device and other superficial items, such as scratches and dents.
- Support for equipment damaged by misuse, accident, abuse of Supported Product or components



## Service Description

### Basic Hardware Support

(such as, but not limited to, use of incorrect line voltages, use of incorrect fuses, use of incompatible devices or accessories, improper or insufficient ventilation, or failure to follow operating instructions), modification, unsuitable physical or operating environment, improper maintenance by Customer (or Customer's agent), moving the Supported Product, removal or alteration of equipment or parts identification labels, or failure caused by a product for which Dell is not responsible.

- Repairs necessitated by software problems, or as a result of alteration, adjustment, or repair by anyone other than Dell (or its authorized representatives).
- Items purchased and/or installed through Dell software & peripherals (Readyware)
- Business users custom factory integration items will not be supported unless specifically agreed in writing by Dell.
- Support for damage resulting from an act of God such as, but not limited to, lightning, flooding, tornado, earthquakes, and hurricanes.
- Any recovery or transfer of data.
- Any activities or services not expressly described in this Service Description.

## Customer Responsibilities

- **Software/Data Backup.** It is the Customer's responsibility to complete a backup of all existing data, software, and programs on Supported Products prior to Dell performing any Services. **DELL WILL NOT BE RESPONSIBLE FOR LOSS OF OR RECOVERY OF DATA, PROGRAMS, OR LOSS OF USE OF SYSTEM(S) OR NETWORK.**
- **Authority to Grant Access.** Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Product, the data on it, and all hardware and software components included in it, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell to perform these Services.
- **Cooperate with Phone Analyst and On-site Technician.** Customer agrees to cooperate with and follow the instructions given by Dell phone analyst and its on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.
- **Supported Releases.** Customer must maintain software and Supported Product(s) at Dell-specified minimum release levels or configurations as specified on PowerLink for Dell | EMC Storage or as specified on [www.support.dell.com](http://www.support.dell.com) for Supported Products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in order to keep the Support Product(s) eligible for this Service.
- **Third Party Warranties.** These Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. It is Customer's responsibility to ensure that Dell's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. **DELL DOES NOT TAKE RESPONSIBILITY FOR THIRD PARTY WARRANTIES OR FOR ANY EFFECT THAT THE DELL SERVICES MAY HAVE ON THOSE WARRANTIES.**
- **On-Site Obligations.** Where Services require on-site performance, Customer must provide free, safe and sufficient access to Customer's facilities and the Supported Product(s). Sufficient access includes ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and keyboard must also be provided (at **NO** cost to Dell), if the system does not already include these items.
- **Mail-In Support.** Where Services require mail-in service, Customer must comply with all Mail-in procedures and terms.

**NOTE:** If Customer fails to comply with the responsibilities and terms outlined in this Service Description, then Dell is not obligated to provide the Service.



## Service Description

### Basic Hardware Support

#### Important Additional Information

**Geographic Limitations.** The Services described in this Service Description will only be available to original purchasers of the Supported Product located within the country of purchase or where equivalent service is available as determined by Dell, and to any person who receives this Service Description through a transfer from the original buyer in accordance with Dell's transfer procedures. Some Services may be limited to the product's original shipment location.

**Cisco.** Dell has contracted with Cisco and is utilizing Cisco technical resources in delivering ongoing support for select Cisco products as part of Dell's overall services solution.

**Assignment.** Dell may assign these Services and/or Service Description to qualified third party service providers.

**Whole Unit Replacement.** If the analyst determines that the component of the defective Supported Product is one that is easily disconnected and reconnected (such as a keyboard or monitor), or if the analyst determines that the Supported Product is one that should be replaced as a whole unit, Dell reserves the right to send Customer a whole replacement unit. If a Dell technician delivers a replacement unit to Customer, Customer must relinquish the defective system or component thereof to the Dell technician, unless Customer has purchased Keep Your Hard Drive for the affected system in which case Customer may retain the respective hard drive(s). If Customer does not relinquish the defective unit to the Dell technician as required above, or if (in the event the replacement unit was not delivered in person by a Dell technician) the defective unit is not returned within ten (10) days, Customer agrees to pay Dell for the replacement unit upon receipt of invoice. If Customer fails to pay such invoice within ten (10) days after receipt, in addition to any other legal rights and remedies available to Dell, Dell may terminate this Service Description upon notice.

**Parts Ownership.** All Dell service parts removed from the Supported Product and returned to Dell become the property of Dell. Customer must pay Dell at the current retail price(s) for any service parts removed from the Supported Product and retained by Customer (except for hard drives from systems covered by Keep Your Hard Drive service) if Customer has received replacement parts from Dell. Dell uses new and reconditioned parts made by various manufacturers in performing warranty repairs.

**Parts Stocked.** Dell currently stock parts in various locations throughout the world. Selected parts may not be stocked in the location closest to a Customer's site. If a part that is needed to repair the Supported Product is not available from a Dell facility near Customer's location and must be transferred from another facility, it will be shipped using overnight delivery.

**Support Limitations.** Dell is not liable for any failure or delay in performance due to any cause beyond its control. Service extends only to uses for which the Supported Product was designed.

**Term and Renewal.** Customer will receive Services for the term indicated on Customer's invoice. Prior to the expiration of the service term, Customer may be entitled to extend the term depending on available options then in effect and in accordance with Dell's then-current procedures.

In addition, Dell may, at its option, propose to renew this Service by sending Customer an invoice to renew the Services. Customer may, at its option, and only where permitted by law, agree to such renewal of the Services by paying such invoice by the due date. Payment of renewal invoices shall indicate Customer's agreement to extend the term of this Service for the periods covered by such invoice. If Customer elects not to pay a renewal invoice, Services will be discontinued as of the expiration date set forth on the original or last paid Customer invoice.

**Relocation.** These Services will be delivered to the site(s) indicated on the Customer's invoice or Customer's applicable separately signed agreement with Dell. Customer agrees to give Dell at least thirty (30) days notice online at <http://www.dell.com/globaltagtransfer> prior to relocating any Supported Products. These Services are not available at all locations. Dell's obligation to supply these Services to relocated Supported Products is subject to local availability and may be subject to additional fees, and to inspection and



## Service Description

### Basic Hardware Support

recertification of the relocated Supported Products at Dell's then current time and materials consulting rates. Customer will provide Dell with sufficient, free, and safe access to Customer's facilities for Dell to fulfill these obligations. This Service does not include support for damages resulting from moving the Supported Product from one geographic location to another or from one entity to another.

**Cancellation.** Customer may terminate this Service within thirty (30) days of Customer's receipt of the Supported Product by providing Dell with written notice of cancellation. If Customer cancels this Service within thirty (30) days of receipt of the Supported Product, we will send Customer a full refund less the costs of support claims, if any, made under this Service Description. However, if more than thirty (30) days have transpired since Customer's receipt of the Supported Product, Customer may not cancel this Service except as provided by an applicable state/country/province law which may not be varied by agreement.

Dell may cancel this Service at any time during the Service term for any of the following reasons: Customer fails to pay the total price for this Service in accordance with the invoice terms; Customer makes a misrepresentation to Dell or its agents; Customer refuses to cooperate with or threatens in any manner the assisting analyst or on-site technician; Customer's repeated misuse of this Service for out of scope issues; or Customer otherwise breaches or fails to abide by all of the terms and conditions set forth in this Service Description. If Dell cancels this Service, we will send Customer written notice of cancellation at the address indicated in our records. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date we send notice of cancellation to Customer, unless state law requires other cancellation provisions that may not be varied by agreement. IF DELL CANCELS THIS SERVICE PURSUANT TO THIS PARAGRAPH, CUSTOMER SHALL NOT BE ENTITLED TO ANY REFUND OF FEES PAID OR DUE TO DELL.

Dell may, at its discretion, terminate this Service Description on thirty (30) days notice to Customer, in which case Customer will be entitled to receive a pro-rated refund of any unearned support fees that Customer has paid. Any refund will be determined by Dell based on the passage of time and/or the number of support incidents at Dell's discretion.

**Transfer of Service.** Subject to the limitations set forth in this Service Description, Customer may transfer this Service to a third party who buys Customer's entire Supported Product before the expiration of the then-current service term, provided Customer is the original purchaser of the Supported Product and this Service Description, or Customer purchased the Supported Product and this Service Description from its original owner (or a previous transferee) and complied with all the transfer procedures set forth in this Service Description (including relocation terms above) and online at [http://support.dell.com/support/topics/global.aspx/support/change\\_order/en/tag\\_transfer](http://support.dell.com/support/topics/global.aspx/support/change_order/en/tag_transfer). A transfer fee may apply.

Please note that if Customer or Customer's transferee moves the Supported Product to a geographic location in which these Services are not available or not available at the same price as Customer paid for this Service, Customer may not have coverage or may incur an additional charge to maintain the same categories of support coverage at the new location. If Customer chooses not to pay such additional charges, Customer's Service may be automatically changed to categories of support which are available at such price or a lesser price in such new location with no refund available.

Except as described above, Customer may not assign or otherwise transfer this Service or Customer's rights under it, or delegate Customer's obligations without Dell's prior written consent. Any attempt to do so is void.

**Terms and Conditions.** Dell is pleased to provide these Services in accordance with this Service Description and either the terms and conditions of the Dell Customer Master Services Agreement at <http://www.euro.dell.com/service-descriptions> or Customer's applicable separately signed agreement with Dell.



## Service Description

### Basic Hardware Support

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