

## Dell's European Collect and Return Service Description ("CAR Service")

### I. CAR Service Overview

European Collect and Return Service includes, from the date of delivery, a support service 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 the 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.*

### II. Support Procedures - The 4 Levels of Support

Dell's CAR Service 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 optimisation, 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 service to all customers to assist troubleshooting problems on your Dell hardware and Dell factory-installed operating systems, application software and drivers.
- 4. European Collect and Return Service** covering labour and the 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.

### III. Support Procedures – The 4 Levels of Support In Detail

The following covers each of the standard support services plus Collect and Return support in detail:

#### 1. 30-Day Getting Started Assistance

To help "get you started" for the first 30 days after delivery, Dell provides telephone technical support, installation and configuration advice on:

- Dell manufactured products;
- Dell supplied external peripherals;
- factory-installed operating systems; and
- factory-installed software.

After 30 days from the delivery date, general usage and "how to" software questions are not supported.

#### SERVICE EXCLUSIONS

Without limitation this service **does not include**:

- items purchased and/or installed through Dell Software & Peripherals (OrderReady/ReadyWare)
- Custom factory integration items will not be supported unless specifically requested in writing.

For specific information on software and peripherals support refer to the documentation provided with the

product, or the software and peripherals statement of work or services description found through the Dell website <http://support.euro.dell.com>.

Support for all non-Dell branded software and peripherals is provided by the original manufacturer.

## 2. 24/7 Comprehensive On-line Support

Dell offers comprehensive free online assistance at <http://support.euro.dell.com>. This includes e-mail support. Most support questions can be answered with Dell's on-line problem-diagnosis tools and information resources, such as:

- Access to much of the same reference material used by Dell technicians in 12 languages including problem-diagnosis tools, troubleshooting information and frequently asked questions (FAQs).
- Information on your individual system, accessed by keying in your system tag number.
- Drivers, utilities and registration for update notification.
- Discussion group with other customers and Dell technical professionals.

## 3. Telephone Technical Support

If you have a problem with your Dell product and cannot resolve it using our on-line support you should contact Dell's technical support for problem diagnosis. This telephone support is a fast and efficient way for Dell to assess a problem your system may have and determine with each customer the best and fastest way to resolve this problem. Telephone support and service is provided Monday-Friday during local business hours and excludes weekends and public national holidays.

### A REQUIRED STEP TO RESOLVE YOUR PROBLEM

Dell will provide a collect and return service only if it has been established that the problem cannot be solved by recommended troubleshooting procedures as outlined below and a Dell representative agrees that a service call would resolve the issue. An exception to this will be made if a customer has special needs or disabilities and makes this known to the Dell technician.

### WHAT INFORMATION EACH CUSTOMER SHOULD HAVE WHEN CALLING DELL

Each system shipped by Dell is individually built to order, and the details of that configuration are recorded on Dell's call-management system. The customer should identify the service tag number and model number of the faulty system to assist the Dell technician before calling. These can be found on a white label on the back of the system.

To complete the diagnostics the customer must have convenient access to the faulty system when calling technical support. The technical support telephone number the customer should call is provided in the Dell system document that ships with each system and is on Dell's website at <http://support.euro.dell.com>.

### TROUBLESHOOTING – FAULT DIAGNOSIS

For each call, the Dell technician has been trained to undertake a process to ensure the fastest possible resolution. To do this the technician will request the customer's assistance to help "troubleshoot" the problem in order for the technician to diagnose the fault. The diagnostic process will enable the Dell technician to identify the system part that has failed, if any, so that a replacement part can be provided.

Examples of what can be included in the scope of the fault diagnostics are:

- Running diagnostic tests appropriate for the problem reported.
- Installation of service packs, components, supplements, updates and patches for specifically covered factory-installed operating systems, firmware and BIOS.
- Installation and default configuration of Dell factory-installed operating systems, application software and drivers.

- Testing a factory-installed network interface card (including wireless) by testing with manufacturer's diagnostics & pinging another PC.
- Testing a factory-installed modem by connecting it to an analogue telephone line (not a PABX line).

The Dell technician will work together with you to ensure that you are properly instructed on how to proceed.

## OPENING THE SYSTEM

Accurate problem diagnosis may not be possible without opening the system. Normal troubleshooting procedures may also include opening a system to reseat parts. The Dell technician will inform you if this is necessary and work with you to do so. Opening the system avoids delays in resolution but must be done only with the guidance of the technician who will advise of all necessary safety precautions.

As a last resort, the troubleshooting process may require the restoration of the original operating system, software applications and hardware drivers and settings to the original default configuration as shipped from the factory.

## EXCLUSIONS

Without limitation, the scope of Dell's fault diagnostics and Collect and Return Service **does not include** support for the following:

- General usage and "how to" questions with Dell factory-installed software over 30 days.
- Configuration and diagnosis of the Dell factory-installed operating system or factory-installed applications for use with customer-installed applications and hardware.
- Configuration, installation and validation of non-Dell supplied operating systems, software, applications or drivers/fixes.
- Commercial upgrades whether purchased from Dell or not, e.g. Office XP Pro upgrade.
- Configuration of all communication software, unless required for troubleshooting.
- All non-Dell supplied hardware and peripherals, their installation and compatibility with Dell branded hardware. The original manufacturer of the product provides support.
- Dell supplied software and peripherals, unless otherwise specified.
- BIOS/Firmware upgrades for non-Dell branded systems, unless part of fault resolution.
- Invalid software and hardware configurations.
- Backing up and restoring customer's data.
- Customer applications and data.
- Unnecessary work in Dell's assessment.
- Consumables and wear and tear to items such as plastics and diskettes.
- Non-critical failures that fall within industry specified tolerances e.g. noise, individual LCD pixels.
- Games and add-on packages from date of purchase (e.g. educational packs).
- Preventative maintenance.
- Repair of system after virus infection other than installation of the operating system to the default Dell factory settings.
- Custom factory integration items (DellPlus) will not be supported unless specifically requested in writing.

## **4. European Collect and Return Service**

Dell's European Collect and Return Service (CAR)\* will collect, repair and return the customer's system within six business days, after completion of telephone-based troubleshooting when a Dell technician accepts and logs a system fault call, subject to parts availability. If the call is logged before 17:00 Monday-Friday\*\*, the unit will be collected during the next working day

*\*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 and Ireland calls must be logged before 16:30 and in Denmark, Finland, Norway, and Sweden calls must be logged before 15:30 hrs 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>.

## CAR SERVICE DELIVERY METHODS

Collect and Return Service has two delivery methods:

- Engineer Replaceable Parts – Dell will arrange collection of the unit consistent with the terms of this Service Description. The customer is required to disable all password prompts on the Operating System and Bios. The Operating System CD and licence number should be included in the system box in the event that the operating system needs to be reinstalled. Dell will contact the customer if there is any delay with the repair. The unit will be returned on completion of the repair.
- Customer Replaceable Parts – Dell may opt to send a system part, which can easily be replaced by the customer, directly to the customer to exchange with the defective part. These items will be defined by the Dell technician during the diagnostics process, but will generally include monitors, mice, desktop keyboards, notebook batteries, AC adapters, etc.

Replacement parts may be reconditioned or refurbished and are replaced on the basis of specification and not on brand and model.

## **IV. General Information**

### **Customer Data & Data Loss.**

Dell recommends regular backup of data. In cases where a hard drive failure is detected, the hard drive will be replaced. Customer data stored on the defective hard drive will be lost if the hard drive is replaced. The service engineer will configure the operating system to the original factory settings only if the customer makes the original software image or operating system installation media available. The customer should contact Dell Technical Support for assistance in reinstalling any additional software provided on the original factory image.

Data Loss: The customer is responsible for the security, backup & reinstallation of their data at all times. Dell accepts no liability for loss of software and data.

### **Damage Exclusions**

In addition to those items specified in Dell's Standard Terms and Conditions of Sale, Dell Service does not cover damage caused by:

- Use of components or software not supplied by Dell.
- Relocation or transportation.
- Servicing not authorised by Dell.
- Usage not in accordance with product instructions.
- Improper voltage selection on systems power supply.
- Unreasonable or excessive use.
- Accidental damage. For future purchases, CompleteCare cover is available.
- Malicious damage.
- Environmental conditions.
- Act of God, fire, flood, act of violence or any similar occurrence.

### **System Location**

The Dell European Collect And Return Service defined in this document is available in the following countries *Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, South Africa, Spain, Sweden, Switzerland, United Kingdom.*

The Service is valid in the country in which the system was purchased. Dell will transfer the service providing Dell is advised of the relocation, and that the service is available in the destination location. The Service will be available in the new country once Dell has been notified and Dell's system updated. Service details may vary if moving to a Dell direct country outside of the list identified in this document. A full list of direct countries is available on Dell's website <http://support.euro.dell.com>. Any country outside of this list is a "non-Dell direct country".

If the system is relocated from or to a non-Dell direct country, Service may not be available, may change or may be chargeable.

It is the customer's responsibility to advise Dell if systems are being relocated internationally. Customers should complete the transfer form located on the Dell's website <http://www.dell.com/globaltagtransfer>

## Customer Obligations

In order to enable Dell to carry out its support obligations the customer without limitation should:

- Provide Dell with full, safe and prompt access to the products.
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting.
- Ensure the system is in an easily accessible location with adequate space, health and safety conditions.
- Provide such telecommunication facilities as are reasonably required by Dell for the performance of its obligations and for any other testing, diagnostic and remedial purposes at the customer's expense.
- Keep full security copies of any software and data in accordance with best computing practice and in any case before requesting Services from Dell.
- Acknowledge that they are responsible for recovering their own application software after any such Services have been provided.
- Inform Dell of any system relocations.
- Any other actions that Dell may reasonably request in order to best perform the service.

## Returns Policy

Consumers may cancel a purchase at any time within 7 working days of receipt without cause and receive a refund of the price paid. To do this the customer must inform Dell and obtain a Returns Authorisation number. The products should be returned immediately, clearly marked with the Returns Authorisation number, in the same condition the customer received them and at the customer's own cost and risk. Any statutory consumer rights are unaffected by this agreement. This does not apply to any business customer or user.

**This Service Description is subject to and supplements the terms and conditions of any applicable overriding signed Agreement between Customer and Dell and in the absence of such an Agreement, Dell's Standard Terms and Conditions of Sale and Service (including without limitation Dell's limitation and exclusion of liability as noted therein). Dell reserves the right to make improvements or changes to this document and the products and services described at any time, without notice or obligation.**

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