

Service Description: PC Home Install with Internet Connection (Get Connected)

Service Overview

The Dell™ PC Installation Service in addition to your statutory entitlements, is designed for home users who require system set-up, connection of 1 external peripheral (printer, scanner, PDA, web cam, digital camera etc), Internet service connection and basic customer orientation.

Setting up your installation Appointment

Once your new Dell computer has been ordered, we will contact you to confirm the service you have ordered. During this call, Dell will schedule an installation service appointment with you for a convenient date, Monday to Friday, between 9:00am and 5:30pm, excluding local national holidays. After hours appointments are available, for an additional charge, on weekdays between 5:30pm and 9:00pm and Saturdays between 9:00am and 12:00pm.

Key Service Steps

Dell shall be responsible for the following (unless otherwise noted):

System Set up

- Unpack system and components.
- Set-up and connect all standard system peripherals (keyboard, monitor, (1), mouse, speakers, etc.) including modem (if applicable) to desktop or notebook.
- Install system including external peripherals.
- Power on the system and bring up to installed operating system.

Internet Service Provider Connection

- Connect modem to telephone socket. (For broadband, customer must ensure broadband connection already exists and the location is easily accessible to the site.)
- Connect to customers choice of ISP (provided customer has the correct software for install and set up.)
- Reconnect to an existing broadband service where USB modem and filters have been provided and the service has been used previously.
- Verify internet connection is operating properly.
- Set up and activate one email account.
- Unpack peripheral.
- Connect peripheral to appropriate port on system. (Printer, scanner, PDA, webcam, digital camera, etc).
- Load appropriate device drivers supplied by Dell (or by customer for legacy peripherals).
- Test operation(s) of device(s).

Customer Orientation (20 min)

- Correct start and shut down sequence.
- Quick tour of Windows® Explorer and explanation of its use.
- Correct opening and closing of applications.



- Basic file management.
- Use of help facilities within Windows and supplied applications.
- Set up and use of the printer, scanner and digital camera.
- Overview of internet and email use.
- The installer will also answer questions and advise about “good housekeeping” including; modem and internet use, file management and viruses.

Customer Responsibilities

Without limitation, it is the Customers’ responsibility to:

- Carefully review the service description for the installation services purchased.
- Ensure all equipment to be installed is located in the immediate area in which the installation will take place.
- Ensure the site is ready for installation. The technician will not move, clean, modify, or set-up furniture.
- Ensure the site is appropriately sized to accommodate the Dell system.
- Have broadband service established prior to system installation if broadband modem is to be connected to the system.
- Have an adult present during the entire installation process.
- Provide the technician with legally licensed copies of any software drivers or specialised software required for installation of any external devices not provided by Dell or different from Windows® Standard drivers.
- Be responsible for removal of rubbish or storage of packing materials.
- Ensure that there are sufficient power-sockets available. An extension lead, 5-6 socket, should suffice depending on how many peripherals customer has ordered, preferably with surge suppression (also known as Anti-Surge).
- Ensure that a working phone socket is available if customer requires internet access and that it is within 1 metre of the PC’s placement or that a telephone extension lead is available.
- Perform any other reasonable actions to enable Dell to provide assistance.

Service Exclusions

Without limitation, the following are excluded from this Service:

- De-install/removal of old PC from customer site.
- Data migration from old PC to new PC.
- Software application transfer from old PC to new PC.
- New broadband service installation.
- Extra cabling.
- Furniture movement, set-up/preparation.
- Detailed onsite training on specific applications.
- Installation of products nor application activity other than may be specifically noted.
- The set up of new broadband/ADSL and ISDN connections to the internet. (For broadband, customer must ensure broadband connection already exists and the location is easily accessible to the site).



Returns Policy

In accordance with the Distance Selling Regulations, 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 Consumer 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 Consumer received them and at the Consumer's own cost and risk. Statutory consumer rights to request a return, replacement, or refund in relation to the defective or mis-described products are unaffected by the time limitation described above. This section does not apply to any business customer or user.

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