

Service Description: Next Business Day Printer Exchange Service (Printer Exchange Service)

Next Business Day Printer Exchange Service Overview

From the date of delivery, Next Business Day Printer Exchange Service is a support service in addition to your statutory entitlements which is designed to give you peace of mind. Dell's Printer Exchange Service can place a service technician at the customer's location after completion of the support procedures and consistent with the standards listed below (including a problem diagnosis service via website or telephone) and, for the duration of the service period¹, provide a parts and labour service. On expiry of the service period, a chargeable 'Out of Warranty' service is available². **This Service is available for some Dell non-networked printers only.**

¹ See invoice to confirm length of service. After expiration of the initial length of service, additional service cover is available for a separate charge.

² Full details are included in the Out-of-Warranty Service Description.

Service Features

Dell's Next Business Day Printer Exchange Service supplements your statutory rights and includes the following standard support features:

1. 30-Day Getting Started Assistance
2. 24/7 Comprehensive Online Support
3. Telephone Technical Support
4. Next Business Day Printer Exchange Service

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:

- (i) Dell manufactured printers;
- (ii) Dell supplied external peripherals;
- (iii) Dell supplied printer drivers & set-up utilities.

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

2. 24/7 Comprehensive Online 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 printer, accessed by keying in your service 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 printer 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 printer may have and determine with each customer the best and fastest way to resolve this problem. This telephone support will always be provided free of charge for any issues related to your statutory rights as a consumer. Telephone support and service is provided Monday-Friday during local business hours and excludes weekends and public national holidays. Calls to Dell's telephone technical support line are charged at local national rates.

A REQUIRED STEP TO RESOLVE YOUR PROBLEM

Dell will provide a unit exchange 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 unit exchange 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. The customer is responsible for any paper or ink expense incurred during diagnostic tests.

WHAT INFORMATION EACH CUSTOMER SHOULD HAVE WHEN CALLING DELL

The details of the printer are recorded on Dell's call-management system. The customer should identify the service tag number and model number of the faulty unit to assist the Dell technician before calling. These can be found on a white label on the back of desktop systems and on the bottom of notebook systems. To complete the diagnostics the customer must have convenient access to the faulty printer when calling technical support. The technical support telephone number the customer should call is provided in the Dell product document that ships with each printer 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 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 Dell supplied printer drivers and utilities.

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

OPENING THE PRINTER

Accurate problem diagnosis may not be possible without opening the printer. Normal troubleshooting procedures may also include opening a printer to reseal parts. The Dell technician will inform you if this is necessary and work with you to do so. Opening the printer 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 hardware settings to the original default configuration as shipped from the factory.

Software support is limited to basic operating system installation only when required by Dell as part of hardware fault diagnosis and fix, and thereby installing the operating system to factory condition. The service includes installation of Dell drivers and the basic installation and configuration for factory installed OS Service pack, utilities and BIOS issues.

EXCLUSIONS

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

- General usage and “how to” questions with Dell printer software over 30 days.
- Configuration, installation and validation of non-Dell supplied software, applications or drivers/fixes.
- Configuration of all fax and 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.
- 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, LCD pixels.
- Preventative maintenance.
- Any damage caused to the toner cartridge, ink cartridge or printer from the use of any non-Dell branded peripherals including third-party toner cartridges, ink cartridges or refill kits.

4. Next Business Day Printer Exchange Service

Dell’s Next Business Day Printer Exchange Service* can dispatch a replacement printer to the customer’s location the following business day, in exchange for the faulty printer, after completion of telephone-based troubleshooting when a Dell technician accepts and logs a printer fault call, subject to parts availability. If the call is logged before 17:00 Monday-Friday**, the printer will be exchanged during the next working day. The replacement unit will be new or reconditioned and will be functionally equivalent or better than the customer’s original printer.

**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 exchanged 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>

EXCHANGE SERVICE DELIVERY METHODS

Exchange Service has two delivery methods:

- Exchange – Dell will arrange exchange of the printer consistent with the terms of this Service Description. The service provider will contact the customer to advise on estimated time of arrival. The service provider will leave a call back card and call to reschedule if the customer is not available. The customer should ensure that the defective unit is made available for collection at the time of delivery and should retain printer consumables, cables, manuals, media etc. The service provider will unpack the replacement printer, install it at the customer’s desk and ensure it works. The service provider will package the faulty printer in the replacement printer box.
- Customer Replaceable Parts – Dell may opt to send a printer part, which can easily be replaced by the customer, directly to the customer to exchange with the defective part. The Dell technician will define these items during the diagnostics process.

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

General Information

Customer Data & Data Loss

Dell recommends regular backup of data. 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 printers power supply.
- Unreasonable or excessive use.
- Accidental damage.
- Malicious damage.
- Environmental conditions.
- Act of God, fire, flood, act of violence or any similar occurrence.

Printer Location

The Dell Printer Exchange Service defined in this document is available in the following countries *Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, South Africa, Sweden, Switzerland and United Kingdom.*

The Service is valid in the country in which the printer 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.

If the printer is relocated from or to a Dell non-direct country, Service may not be available, may change or may be chargeable. Regional specific voltage specification may prevent the printer working in the destination location.

It is the customer's responsibility to advise Dell if a printer is 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 printer and fault to actively assist in troubleshooting.
- Ensure the printer 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.

Any other actions that Dell may reasonably request in order to best perform the service.

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.

This Service Description is subject to and supplements Dell's Standard Terms and Conditions of Sale and Service (including without limitation Dell's limitation and exclusion of liability as noted therein) or any applicable separate signed agreement between Customer and Dell. Dell reserves the right to make improvements or changes to this documents and to the Products and Services described at any time, provided that such changes will not result in a reduction in Dell's contracted commitments to existing Customers receiving the Products and/or receiving the Services. Dell's warranties on its Products and Services are exactly as described in this document, in any agreement between Dell and the Customer and as additionally required under applicable law. Dell makes no additional express or implied warranties with respect to its Products and Services, except as set forth in this Service Description, the Dell Standard Terms and Conditions, any other signed agreement, or as required by law.

Dell's standard terms & conditions can be found at:

www.dell.co.uk/terms

For further details on the service contract please refer to <http://www.euro.dell.com/service-descriptions>

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