

Dell CompleteCare Accidental Damage Service

...because accidents do happen.

Your technology equipment works as hard as you do, often in tough settings. If your computers or peripherals are used in harsh environments or are highly mobile, your systems are at risk for accidental damage. If your equipment serves multiple purposes or is handled by multiple users, the possibility it could be broken or damaged increases.

Dell's CompleteCare¹ Accidental Damage Service provides easy and flexible repair and replacement service for most accidental damage to select systems and peripherals. Our services help save you time, money and resources in the event of an unplanned incident. CompleteCare covers most damage that is not protected under limited warranty, such as spills, drops, surges and breakages. It also provides investment protection for systems and peripherals exposed to high-risk multi-use, high mobility, multiple user and harsh environments. With CompleteCare, you can keep your equipment running in spite of life's mishaps.

Key Benefits:

- **Easy to Use:** You deal directly with the manufacturer and there are no additional fees or surcharges.
- **Flexible Coverage:** CompleteCare Accidental Damage Service is available in 1-, 2-, 3- and 4-year terms.
- **Increased Scope of Coverage:** CompleteCare Accidental Damage Service is a separate service agreement that picks up where the limited warranty leaves off, to cover most accidental damage such as spills, drops, surges and breakages.
- **Investment Protection:** We help protect your technology investment by minimizing out-of-pocket expenses to repair unplanned damage. You can rest assured your equipment is covered from most losses.

Do you need CompleteCare¹ Accidental Damage Service?

If your computer systems or peripherals are exposed to high risk settings such as serving multiple uses in your home, at school or at work, or are highly mobile for cross-country, cross-campus, telecommuting and field sales purposes, CompleteCare can help protect your technology investments. Our services can also help protect your equipment if it handles multiple users in shared work spaces, kiosks, retail, student and family settings, or is needed in harsh environments like police, military, medical, classroom, home, dormitory and shop floor uses.

Purchasing CompleteCare Accidental Damage Service

Make CompleteCare a part of your reliable, cost-effective Dell solution. It is available on Latitude™ or Inspiron™ notebooks, Dimension™ desktops, Axim™ handheld PDAs, Dell Digital Jukebox music players, Dell LCD TVs, and Dell MP projectors.

Repair or Replacement Service

In the event that one of your systems is accidentally damaged, simply call Dell's 24-hour technical support line. This also applies to Premier Access Customers. After determining the cause and extent of damage to your system, Dell will work to get your system operating again quickly. Services include sending replacement parts, repairing the unit at our repair facility, or completely exchanging your system.

Types of Damage Covered

CompleteCare Accidental Damage Service provides coverage for most non-intentional damage caused by accidents.

Examples of damage that IS covered include:

- liquid spilled on or in your unit
- electrical surges
- drops, falls or other collisions
- accidental breakage

Examples of damage that IS NOT covered include:

- intentional damage
- theft or loss
- fire
- consumables (i.e. Batteries, bulbs)
- normal wear that does not affect the system's operation

CompleteCare Accidental Damage Service for Custom Factory Integration Customers

Customers who have taken advantage of Dell's Custom Factory Integration program are also encouraged to upgrade to CompleteCare Accidental Damage Service. In the case of most accidental damage, attempts will be made to replace the system with the same model as the original, but due to rapid changes in technology and part availability, upgrades to the original system hardware and/or software may be required. If the system has specially-integrated hardware or a custom software image loaded via Custom Factory Integration, the end user may need to contact their Information Systems department for instructions on how to get the replacement system upgraded with their company's latest hardware and/or software revisions. However, Dell does not guarantee that the company-specific hardware and/or software will be compatible with the replacement² system.



Visit www.dell.com/services for more information.

For details on all programs contact Dell. Service specifications are valid in the US only and subject to change without notification. Dell cannot be responsible for errors in typography and photography.

¹CompleteCare service excludes theft, loss, and damage due to fire or intentional damage. CompleteCare is currently not available in all states. Not available for Dell Home Systems customers in FL. Not available for Employee Purchase Program customers (Government, Health Care and Relationship/Faculty, Staff and Students) in FL. May not be available to all customers. For complete details, visit www.dell.com/us/en/gen/services/service_service_contracts.htm.

²The replacement unit may be refurbished.

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