

# EMEA Indirect countries Tag Transfer Policy and Process

Most up-to-date version of this document can be found on the following web site:

<http://www.dell.com/globaltagtransfer>

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# 1 Purpose of Document

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The purpose of this document is to outline the policy and process for transferring tags into and between Dell Europe, Middle East and Africa (EMEA) Indirect countries. Indirect countries are countries where Dell operates via distributors.

## 2 Warranty Entitlement Policy

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### 2.1 Important information

The Service purchased for a system at point of sale (POS) is valid in the country in which the system was purchased. Not all services are available in all locations. Dell will transfer the service providing Dell is advised of the relocation, and that the service is available in the destination location.

All Services are subject to geographical restrictions - Not all Services are available at all locations.

Some system models and standalone units may not be available for International transfer. The tag transfer team will inform the customer of this, where applicable, upon receiving the Tag Transfer Request form.

Customer is responsible for giving Dell at least thirty (30) days notice prior to relocating any Supported Products and requesting service in the new location. The Service will be available in the new country once Dell has been notified and Dell's systems have been updated.

Services provided in a new location can be subject to parts availability; where replacement parts are not available – the Service Level may be different to what is described in this document

### 2.2 Service availability upon transfer into a new location

#### 1.1.1.

#### 3.2.1. Transfer into or between EMEA Indirect Countries where Dell Branded Services (DBS) are available

EMEA Indirect Countries where Dell Branded Services (DBS) are available:  
Angola, Bahrain, Bulgaria, Egypt, Hungary, Israel, Jordan, Kenya, Kuwait, Morocco, Nigeria, Oman, Qatar, Romania, Russian Federation, Saudi Arabia, Slovenia, Tanzania, Turkey, Ukraine, United Arab Emirates

Subject to availability of the Service in the end destination:

- Systems covered by Dell Branded service contracts in original country of purchase, receive the same level of service in EMEA Indirect countries where DBS are available.

#### 3.2.2. Transfer into or between EMEA Indirect Countries where Dell Branded Services (DBS) are not available

- Service agreements purchased prior to transfer of the system into an EMEA Indirect non-DBS are not valid in the destination EMEA Indirect non-DBS countries. The only available service contract in EMEA Indirect non-DBS Countries is Parts Only service contract. This includes notebooks with International Next Business Day warranty for travelling customers.
- Customer is responsible for contacting the in-country Dell service partner in order to get replacement parts. Customer is responsible for delivery and collection of the system to/from the partner's repair facility (where needed).

- For a list of Dell service partners and distributors in EMEA Indirect countries please visit:  
<http://www1.euro.dell.com/content/topics/topic.aspx/emea/contact/edb/index?c=ed&l=en&s=gen>
- There will be no charge to customer for the cost of the part, however the in-country Dell service partner will charge for labour and administrative costs associated with the repair and/or the part exchange
- In-country Dell service partner may offer chargeable service uplifts, for example - collect and return service or on-site service. The fee to uplift from the standard Parts Only service is payable by the customer to the in-country Dell service partner / distributor and the service will be delivered by the in-country Dell service partner
- The repair time or exchange time is not guaranteed

### 3 Tag Transfer process

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#### 3.2.3. Transfer into or between EMEA Indirect Countries where Dell Branded Services (DBS) are available

When relocating systems into or between DBS EMEA Indirect countries the online Tag Transfer Request Form must be completed and submitted

The form is available on the following link:  
<http://www.dell.com/globaltagtransfer>

#### 3.2.4. Transfer into or between EMEA Indirect Countries where Dell Branded Services (DBS) are not available

When relocating systems into or between EMEA Indirect where DBS are not available the online Tag Transfer Request Form must be completed which is located at the below link:

[www.dell.com/globaltagtransfer](http://www.dell.com/globaltagtransfer)

Processing time for all tag transfers into or between EMEA Indirect & Direct countries is 20 business days.

### 4 Warranty uplift purchase process

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Tag transfer must be completed prior to purchasing warranty uplift service contracts in destination country.

To purchase service uplifts in EMEA Indirect countries, Customers must contact the local Dell distributor in the destination EMEA Indirect country.

For a list of Dell Distributors in EMEA Indirect countries please visit:

<http://www1.euro.dell.com/content/topics/topic.aspx/emea/contact/edb/index?c=ed&l=en&s=gen>