

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

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

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. Dell will transfer the service providing Dell is advised of the relocation, and that the service is available in the destination location.

If Customer moves the product(s) to a geographic location in which the service coverage purchased is not available at the same price that Customer paid for the services, Customer may incur an additional charge to maintain the same categories of service coverage at the new location. If Customer chooses not to pay such additional charge, Customer's service may be automatically changed by Dell to a category of service that is available at such price or a lesser price in such new location with no refund available.

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

AXIMs, Printers, Stand alone Monitors, Projectors, and TV's are NOT available for international transfer. Other system models may also 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

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

EMEA Indirect Countries where Dell Branded Services (DBS) are available:

Bahrain, Bulgaria, Hungary, Israel, Kuwait, Oman, Qatar, Romania, Russian Federation, Saudi Arabia, Slovenia, Turkey, Ukraine, United Arab Emirates, Egypt, Jordan. Kenya, Tanzania, Angola, Morocco, Nigeria.

Collect and Return, Complete Care, Same Day, 247 and Parts Only service contracts are NOT available for transfer. There will be additional costs for these service contracts in the EMEA Indirect countries where DBS are available.

Subject to availability of the Service in the end destination:

- Systems that had NBD (Next Business Day) or RTD (Return to Depot) service contracts in original country of purchase, receive the same level of service in EMEA Indirect countries where DBS are available.
- Systems that had CAR (Collect and Return) service contracts in original country of purchase, receive Return to Depot (RTD) service in EMEA Indirect DBS countries.

Warranty uplifts are available for purchase should the customer require NBD service instead.

- Systems that had 247 service contracts in original country of purchase, receive NBD service in EMEA Indirect DBS countries. Warranty uplifts are available for purchase should the customer require 247 service instead.

2.2.2. 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

When relocating systems into or between EMEA Indirect countries (both DBS and non-DBS countries) the Tag Transfer Request Form must be completed and submitted to:

EDB_Dell_Tag_transfer@dell.com

The EMEA Indirect Countries Tag Transfer Request form can be downloaded from the following link:

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

Processing time for tag transfers into or between EMEA Indirect countries is 10 business days.

4 Warranty uplift purchase process

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

To purchase service uplifts 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>