Let us take the pain out of re-installing your Operating System leaving you free to concentrate on something else.

This home installation service helps get your system back to its original form, just as it was when it first left the factory, by re-installing your Operating System.

Designed to save you time and possible aggravation, a Dell @ Your Service Service Agent will visit your home at a date and time you choose to install your operating system and get your Dell PC operational.

How does this benefit me?
- Installation is performed in the comfort of your own home, on a day and timeslot you choose
- We will install, set up and configure your Operating System to ensure system performance

What will Dell @ Your Service do?
When placing an order we will schedule a service appointment with you then and there for a convenient date and time. Our Dell @ Your Service services are available on-site between 9am-9pm, Monday to Friday. Weekend service is available 9am to 4pm (excluding local national holidays). In the unlikely event we are unable to arrive at your home within the agreed timeslot we will call you on the day and reschedule the visit.

What happens next?
1. When calling to place an order we will schedule a convenient appointment
2. On the chosen day, we will contact you again to confirm your availability
3. A Service Agent will arrive within the timeslot agreed to perform the Operating System Basic Reinstallation Service
4. When the service is completed, the Service Agent will give you a brief overview of your installation

When our Service Agents arrive to perform the diagnosis he/she will:
- Using the original Operating System CDs, we will re-install your operating system
- Ask you to complete and sign a feedback form related to this service

What do I need to do?
- Provide us with phone numbers / email addresses where we can reach you
- Provide the Service Agent with a legally licensed copy of your original Operating System CD you want installed
- Ensure that your Dell PC is operational and that you have backed up all your data
- If it is not possible to back-up your data due to a hardware failure we can provide you with the option to purchase a new hard drive, which we can subsequently perform an OS install on
- Be available on the date/time agreed

At a glance:
- Re-installation of your Operating System
- Available in your own home
- Solving slow working or faulty operating systems
- Demonstration that everything works as it should

Call 1800 425 8045 or visit www.dell.co.in/DellAtYourService
What is not included?

- Installation of any hardware or software (excluding the Operating System and required drivers)
- Backup data, settings or system personalisation
- Virus and Spyware removal
- Hardware repair and/or parts replacement
- Cabling/connection/configuration of networking
- Setup of new or existing broadband/ADSL and ISDN connections to the internet

What do I do if I am not fully satisfied by this service?

Dell @ Your Service prides itself on providing a high level of service and support. Should you have any query regarding this service either before or after completion, please feel free to contact us: www.dell.co.in/DellAtYourService

What is this document?

As this document forms part of your agreement with us, it is very important that you ensure you understand its content and the service which is being offered. It should be read together with Dell’s Terms & Conditions of Sales & Service which are available online at www.dell.com/ap/services/T&C or upon request and which provide you with important information on your rights and other matters. You can find all Dell @ Your Service, product and service offerings online through: www.dell.com.in/DellAtYourService

1 Subject to geographical restrictions (on site service not available in some locations) and terms of service contract. Service timing dependent upon time of day call placed to Dell.
2 OS Reinstall Basic Service can only be performed on selected Dell products.
3 Standard onsite hour from Monday to Friday, 9am to 6pm, additional charges apply for extended hour including weekends.

Service specifications are valid in India only as specified herein and subject to change without notice. This document has been prepared as a description guide of Dell @ Your Service’s Operating System Basic Reinstallation Service. Dell reserves the right to make improvements or changes to this document and the products and services described at any time, without notice or obligation. Dell will not accept liability for losses arising from but not limited to: 1-Data or information loss caused by failing to back up data. It is your responsibility to back-up data, therefore please ensure that you have backed up data properly in advance of arrival of the service agents: 2-Virus damage: 3 -User inflicted problems such as those caused by failure to read &/or follow user instructions provided in writing or orally by the service agents.

DELL’S NORMAL TERMS AND CONDITIONS APPLY AND ARE AVAILABLE ONLINE OR UPON REQUEST. All efforts will be made to check for errors in typography and photography; however inadvertent errors may occur for which Dell may not be responsible. Dell and the Dell logo are registered trademarks or trademarks of Dell Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming marks and names or their products. Dell disclaims proprietary interest in the marks and names of others. Copyright 2008 Dell Inc. All rights reserved.