Statement of Work

Asset Recovery Service (ARS Service)
(Value Recovery Service)

Value Recovery Services – Overview

Thank you for participating in Dell’s Asset Recovery Programme. This information is being provided to you to understand what to expect from your purchase of Value Recovery Services.
Service Overview

These services provide a safe and secure method to resell old computer equipment for customers (usually with a minimum of 20 assets). The service includes these key features:

1. Transportation
2. Data Security
3. Value Recovery Processing
4. Reporting

1. Transportation
Collection and delivery of old equipment to a Dell recycling centre.

- Dell ARS will arrange for pick-up and shipping. Transportation fees are included in the service.
- Logistics provider will contact customer to schedule a pick-up; pick-ups will be scheduled during business hours Monday – Friday 8:00am to 5:00pm local time.
- Pick-ups must be scheduled a minimum of 5 working days prior to pick-up request date.
- Any changes to pick-ups already scheduled must be done with a minimum of 48 hours notice from the pick-up date.
- Packaging of Equipment:
  - Dell ARS will arrange for packing of the equipment at customer site.
  - Equipment to be consolidated on-site at a central location with pallet access to an exit.

2. Value Recovery Processing
Equipment receipt, recording, and tag removal at Dell recovery centre; includes sort, test and audit, resale of equipment with remaining value and recycling of equipment with no remaining value.

- For each Personal Computer, Monitor and Printer Dell ARS will record the make, model number, manufacturer, serial number and property/asset tag number.
- For all other items Dell ARS will record the serial number, property/asset tag number and a description sufficient to identify the item.
- Dell will sort the material based on the possible resale opportunity of the equipment.
- Dell ARS will remove all customer property/asset tags from the Material.
- Dell ARS will dispose of the used equipment in such a manner as to meet local, country and EU requirements and guidelines.
- Dell ARS will perform a destructive overwrite process or physical destruction of each hard drive received.
- Material with potential resale value will be put through a cosmetic and functional test process to determine remarketing worthiness, during this process the specification of the material will be recorded.
- Equipment that fails the functional or cosmetic test will be recycled.
- Products are re-sold using your pre-selected option:-
  - Guaranteed Buy-back - Equipment which meets the functional and cosmetic requirements will be resold based on the Used Equipment Purchase Price (UEPP) schedule for the month in which the equipment was received and the customer will be reimbursed this amount. Confirmation of total buy back value will be carried out by the Dell Service Provider. The UEPP is available via your local Dell sales representative.
  - Remarketing - Equipment which meets the functional and cosmetic requirements will be resold and 80% of the final sales price returned to the customer. Confirmation of total remarked value will be carried out by the Dell Service Provider.

3. Reporting
Dell addresses your data security and environmental recycling concerns through a detailed and accurate reporting process. Reports are sent on completion of asset recovery:

- Specifically lists each piece of hardware collected, together with its configuration, condition, and asset numbers etc.
- Details the audit trail for the equipment by asset together with a financial and environmental reconciliation record for your systems that hard disks were overwritten with an automated script and inoperable disks were shredded. Also verifies that any recycling was done in accordance with local and EU guidelines.

**Customer Responsibilities**
Customer will ensure any data on the systems to be recycled or resold is backed up and remains with the customer. Dell will not be able to return systems once they have picked up.

- Customer will provide a representative on site the day of the pick-up to direct logistics provider to the appropriate equipment.
- Customer will ensure material shipped is only computer hardware and no other products or materials.
- Customer will consolidate all equipment at one central location with pallet access to exit, in advance of collection time/date.
- No additional customer responsibilities.

**Important Additional Information**

- Products will not be returned to you.
- If you fail to comply with the responsibilities outlined in this information, then Dell is not obligated to provide the service to you. In addition, the carrier may refuse shipment, and you may incur additional fees.
- NO CONTAMINATED PRODUCTS: This service is not intended for products that are or have become contaminated or suspected of being contaminated with chemicals, biological agents, or other substances that are not integral to the original new equipment or otherwise associated with normal office environments.
- SERVICE HOURS OF OPERATION: This Service will be provided during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.
- TITLE AND RISK OF LOSS: For material packed and shipped by Customer, each container of material shall be clearly marked with the assigned job control number. Dell will bear the risk of loss or damage to the material during shipment to Dell or its vendor. Title shall be deemed to pass to Dell or its vendor upon receipt and possession of the material by Dell or its vendor.
- Dell does not accept liability for lost or confidential data or any software; it is the customer's responsibility to backup any data or software they need to retain.

**Service Cancellation**
You may cancel this service within 2 working days of submitting your request. No cancellations beyond this time period. To cancel your order, please contact your Dell Account Manager.

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