



## Dell Support Services Accidental Damage Service

**When accidents occur to your hardware systems, productivity should not stop.**

**Get back to business quickly and efficiently**

Dell Accidental Damage Service<sup>1</sup> can offer peace of mind for hardware systems exposed to high-risk usage and environments where end users are part of a mobile workforce, or in field sales, shared workspaces, retail, or classroom settings.

**International coverage<sup>2</sup>** – Tech support is available if you experience an accidental damage situation while traveling outside your country of origin.

**Improved cost control** – Minimize the out-of-pocket expenses to repair unanticipated damage.

**Increased scope of coverage** – Accidental Damage Service is a separate service agreement that complements your hardware warranty, covering damage due to accidental drops, spills, power surges, and breakages.

Minimize unplanned expenses, in-house repairs, and end-user downtime.

### An ideal solution for high-risk environments

Accidental Damage Service is a repair or replacement program for select systems and peripherals that have been exposed to unintentional damage, not covered by your limited hardware warranty<sup>3</sup>.

Accidental Damage Service is available in 1 -5 year terms, coinciding with the term of the product's underlying limited hardware warranty<sup>2</sup>, allowing you to customize your coverage based on the needs of your businesses usage environments.

### Drops. Spills. Power surges. Accidents happen.

Examples of damage where the hardware unit would be repaired or replaced are:

- Liquid spilled on or in unit
- Drops, falls, and other collisions
- Electrical surge
- Damaged or broken LCD due to a drop or fall

### Intentional damage is not covered by Dell Accidental Damage Service

Examples of damage where the hardware unit would not be repaired or replaced are:

- Damage due to fire
- Intentional damage (such as hammer marks)
- Normal wear
- Cosmetic damage
- Consumable parts (ex. bulbs, toner)
- Theft or loss

<sup>1</sup> Dell Accidental Damage Service excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Customer may be required to return unit to Dell. For complete details, visit [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts).

<sup>2</sup> Support outside of the country in which Customer purchased this Service may be available on a reasonable efforts basis. In addition, out of country support will not include any whole unit replacements.

<sup>3</sup> For copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or visit [www.dell.com/warranty](http://www.dell.com/warranty).

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

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