

Service Description: Dell™ Next Business Day Networked Printer Exchange Service

I. Next Business Day Networked Printer Exchange Service Overview

Next Business Day Networked Printer Exchange Service includes, from the date of delivery, a support service designed to assist in giving you peace of mind. Should the printer develop a fault, Dell's Printer Next Business Day Networked Printer Exchange Service can dispatch a new or reconditioned printer to the customer's location the following business day, in exchange for the faulty printer, after completion of the support procedures listed below (including a problem diagnosis service via website or telephone) for the duration of the service period*.

* See invoice to confirm length of service after which the service is subject to a separate charge.

This Service is available for Dell networked laser printers only.

II. Support Procedures - The 4 Levels of Support

Dell's Next Business Day Networked Printer Exchange Service incorporates the following standard support services plus a unit exchange service if necessary:

1. **30-Day Getting-Started Assistance** - Dell offers a standard 30-day telephone support programme at no additional charge for configuration and limited usage questions during the critical 30-day period after delivery of your printer.
2. **24/7 Comprehensive On-line Support** - Dell's standard support website provides on-line assistance, including troubleshooting information, problem diagnosis tools and downloads.
3. **Telephone Technical Support** – Dell provides a telephone support service to all customers to assist troubleshooting problems on your Dell printer.
4. **Next Business Day Exchange On-site Service** covering a new or reconditioned printer to the customer's location the following business day, in exchange for the faulty printer, after confirmed diagnosis with Dell Technical Support.

III. Support Procedures – The 4 Levels of Support In Detail

The following covers each of the standard support services plus on-site engineer support in detail:

1. 30-Day Getting Started Assistance

To help "get you started" for the first 30 days after delivery, Dell provides telephone technical support, installation and configuration advice on:

- (i) Dell manufactured printers;
- (ii) Dell supplied external peripherals;
- (iii) Dell supplied printer drivers & set-up utilities;

After 30 days from the delivery date the following service exclusions apply.

SERVICE EXCLUSIONS

- (i) Items purchased and/or installed through Dell Software & Peripherals (ReadyWare).
- (ii) Custom factory integration items will not be supported unless specifically agreed in writing by Dell.
- (iii) General usage and "how to" software questions.

For specific information on software and peripherals support refer to the documentation provided with the product, or the software and peripherals statement of work or services description found through the Dell website <http://support.ap.dell.com>.

2. 24/7 Comprehensive On-line Support

Dell offers comprehensive free online assistance at <http://support.ap.dell.com>. This includes e-mail support. Most support questions can be answered with Dell's on-line problem-diagnosis tools and information resources, such as:

- Access to much of the same reference material used by Dell technicians including problem-diagnosis tools, troubleshooting information and frequently asked questions (FAQs).
- Information on your individual printer, accessed by keying in your system tag number.
- Drivers, utilities and registration for update notification.
- Discussion group with other customers and Dell technical professionals.

3. Telephone Technical Support

If you have a problem with your Dell product and cannot resolve it using our on-line support you should contact Dell's technical support for problem diagnosis. This telephone support is a fast and efficient way for Dell to assess a problem your printer may have and determine with each customer the best and fastest way to resolve this problem. Telephone support and service is provided Monday-Friday during local business hours and excludes weekends and public national holidays.

A REQUIRED STEP TO RESOLVE YOUR PROBLEM

Dell will send parts or provide an engineer service only if it has been established that the problem cannot be solved by recommended troubleshooting procedures as outlined below and a Dell representative agrees that a service call would resolve the issue. An exception to this will be made if a customer has special needs or disabilities and makes this known to the Dell technician.

WHAT INFORMATION EACH CUSTOMER SHOULD HAVE WHEN CALLING DELL

The details of the printer are recorded on Dell's call-management system. The customer should identify the service tag number and model number of the faulty printer to assist the Dell technician before calling. These can be found on a white label on the back of the printer.

To complete the diagnostics the customer must have convenient access to the faulty printer when calling technical support. The technical support telephone number the customer should call is provided in the Dell product document that ships with each printer and is on Dell's website at <http://support.ap.dell.com>.

TROUBLESHOOTING – FAULT DIAGNOSIS

For each call, the Dell technician has been trained to undertake a process to ensure the fastest possible resolution. To do this the technician will request the customer's assistance to help "troubleshoot" the problem in order for the technician to diagnose the fault. The diagnostic process will enable the Dell technician to identify the printer part that has failed, if any, so that a replacement part can be provided.

Examples of what can be included in the scope of the fault diagnostics are:

- Running diagnostic tests appropriate for the problem reported.
- Installation of Dell supplied printer drivers and utilities.

The Dell technician will work together with you to ensure that you are properly instructed on how to proceed.

OPENING THE PRINTER

Accurate problem diagnosis may not be possible without opening the printer. Normal troubleshooting procedures may also include opening a printer to reseal parts. The Dell technician will inform you if this is necessary and work with you to do so. Opening the printer avoids delays in resolution but must be done only with the guidance of the technician who will advise of all necessary safety precautions.

As a last resort, the troubleshooting process may require the restoration of the hardware settings to the original default configuration as shipped from the factory.

EXCLUSIONS

Without limitation, the scope of Dell's fault diagnostics and NBD Printer Service **does not include** support for the following:

- General usage and "how to" questions with Dell printer software over 30 days.
- Configuration, installation and validation of non-Dell supplied software, applications or drivers/fixes.

- Configuration of all fax and communication software, unless required for troubleshooting.
- All non-Dell supplied hardware and peripherals, their installation and compatibility with Dell branded hardware. The original manufacturer of the product provides support.
- BIOS/Firmware upgrades for non-Dell branded systems, unless part of fault resolution.
- Invalid software and hardware configurations.
- Consumables and wear and tear to items such as plastics.
- Non-critical failures that fall within industry specified tolerances
- Preventative maintenance.
- Any damage caused to the toner cartridge or printer from the use of any non-Dell branded peripherals including 3rd party toner cartridges.

4. Next Business Day Printer Exchange Service

Dell's Next Business Day Printer Exchange Service** can dispatch a replacement printer to the customer's location the following business day, in exchange for the faulty printer, after completion of telephone-based troubleshooting when a Dell technician accepts and logs a printer fault call, subject to parts availability. If the call is logged before 17:00 local time Monday-Friday, the printer will be exchanged during the next working day. The replacement unit will be new or reconditioned and will be functionally equivalent or better than the customer's original printer.

***Availability of service and response-time estimates may vary according to the remoteness or accessibility of product location.*

EXCHANGE SERVICE DELIVERY METHODS

Exchange Service has two delivery methods:

1. Exchange – Dell will arrange exchange of the printer consistent with the terms of this Service Description. The service provider will contact the customer to advise on estimated time of arrival. The service provider will leave a call back card and call to reschedule if the customer is not available. The customer should ensure that the defective unit is made available for collection at the time of delivery and should retain printer consumables, cables, manuals, media etc. The service provider will package the faulty printer in the replacement printer box.
2. Customer Replaceable Parts – Dell may opt to send a printer part, which can easily be replaced by the customer, directly to the customer to exchange with the defective part. The Dell technician will define these items during the diagnostics process.

Replacement parts may be reconditioned or refurbished and are replaced on the basis of specification and not on brand and model.

IV. General Information

Damage Exclusions

In addition to those items specified in the relevant Terms and Conditions (see below for further detail), Dell Service does not cover damage caused by:

- Use of components or software not supplied by Dell.
- Relocation or transportation.
- Servicing not authorised by Dell.
- Usage not in accordance with product instructions.
- Improper voltage selection on systems power supply.
- Unreasonable or excessive use.
- Accidental damage.
- Malicious damage.
- Environmental conditions.
- Act of God, fire, flood, act of violence or any similar occurrence.

Printer Location

The Dell Next Business Day On-Site Printer Service defined in this document is available in the following countries: Australia and China. This Service is valid in the country in which the system was purchased

Customer Obligations

In order to enable Dell to carry out its support obligations the customer without limitation should:

- Provide Dell with full, safe and prompt access to the product(s).
- Where possible, provide a technically competent person with knowledge of the printer and fault to be present throughout the repair and to actively assist in troubleshooting.
- Ensure the printer is in an easily accessible location with adequate space, health and safety conditions.
- Provide such telecommunication facilities as are reasonably required by Dell for the performance of its obligations and for any other testing, diagnostic and remedial purposes at the customer's expense.
- Keep full security copies of any software and data in accordance with best computing practice and in any case before requesting Services from Dell.
- Any other actions that Dell may reasonably request in order to best perform the service.

This Service Description is subject to and supplements the terms and conditions of any applicable overriding signed agreement between Customer and Dell, and in the absence of such an agreement, Dell's standard Terms and Conditions of Sale, Service and Technical Support, which are available on request or at www.dell.com/ap/services/T&C. In the event of a conflict between this document and such terms and conditions, this document shall prevail. 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.

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