Service Description
At-Home Service including Evenings & Saturdays

At-Home Service including Evenings & Saturdays (At-Home service) Overview

“At-Home Service including Evenings & Saturdays” (“At-Home Service”) provides, from the date of delivery, a support service in addition to your statutory entitlements which is designed to assist in giving you peace of mind. Should the system develop a fault, Dell’s At-Home Service provides telephone support Monday - Friday from 9:00 to 20:00 and Saturday from 9:00 to 17:00* and can place a service technician at the customer’s location, Monday - Friday from 9:00 to 20:00 and Saturday from 9:00 to 17:00*, at an agreed day and time slot, after completion of the support procedures listed below (including a problem diagnosis service via website or telephone) and, for the duration of the service period**, provide a parts and labour service. This Service is available for Dimension™ and Inspiron™ systems only.

* Excluding normally observed local holidays.
** See invoice to confirm length of service. After expiration of the initial length of service, additional service cover is available for a separate charge.
Services Features

Dell’s At-Home Service supplements your statutory rights and incorporates the following standard support services:

1. 30-Day Getting Started Assistance
2. 24x7 Comprehensive On-line Support
3. Telephone Technical Support
4. At-Home Service

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 products;
(ii) Dell supplied external peripherals;
(iii) factory-installed operating systems; and
(iv) factory-installed software.

After 30 days from the delivery date, general usage and "how to" software questions are not supported.

2. 24/7 Comprehensive On-line Support
Dell offers comprehensive free online assistance at http://support.euro.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 in 12 languages including problem-diagnosis tools, troubleshooting information and frequently asked questions (FAQs)
• Information on your individual system, 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 system may have and determine with each customer the best and fastest way to resolve this problem. This telephone support will always be provided free of charge for any issues related to your statutory rights as a consumer. Telephone support and service is provided Monday-Friday from 9:00 to 20:00 and Saturday from 9:00 to 17:00. It excludes Sunday and public national holidays.

4. At-Home Service
Dell’s At-Home Service can place a Dell-certified engineer at the customer’s location within the Day+2 to Day+5 timeframe, after completion of telephone-based troubleshooting when a Dell technician accepts and logs a system fault call before 14:00 Monday to Saturday, subject to parts availability.

Dell will call the customer back the same day, after completion of telephone-based troubleshooting, to agree the time slot and day for the At-Home/on-site engineer visit that better meet their mutual requirements. Dell will provide a minimum of three slots to choose from:

• At-home/on-site engineer visit Monday to Friday - choice of 3 time slots: Morning (9:00 to 13:00), Afternoon (13:00 to 17:00) and Evening (17:00 to 20:00)
• At-home/on-site engineer visit Saturday - choice of 2 time slots: Morning (9:00 to 13:00) and Afternoon (13:00 to 17:00).
Completion of telephone-based troubleshooting | Dell to call the customer back to agree the time slot | Earliest Engineer at-home/on-site attendance | Latest Engineer at-home/on-site attendance
--- | --- | --- | ---
Monday | before 14:00 | Same day, Monday | Wednesday, same week | Saturday, same week
 | after 14:00 | Next day: Tuesday | Thursday, same week | Monday, next week
Tuesday | before 14:00 | Same day, Tuesday | Thursday, same week | Sunday, next week
 | after 14:00 | Next day: Wednesday | Friday, same week | Tuesday, next week
Wednesday | before 14:00 | Same day, Wednesday | Friday, same week | Tuesday, next week
 | after 14:00 | Next day: Thursday | Saturday, same week | Wednesday, next week
Thursday | before 14:00 | Same day: Thursday | Saturday, same week | Wednesday, next week
 | after 14:00 | Next day: Friday | Monday, next week | Thursday, next week
Friday | before 14:00 | Same day: Friday | Monday, next week | Thursday, next week
 | after 14:00 | Monday, next week | Tuesday, next week | Friday, next week
Saturday | before 14:00 | Monday, next week | Tuesday, next week | Friday, next week
 | after 14:00 | Monday, next week | Wednesday, next week | Saturday, next week

'Availability of service and response-time estimates may vary according to the remoteness or accessibility of product location. The following timeframes apply depending on when the call has been logged. Call logged before 14:00: Day+2 to Day+5 (excluding Sundays). Call logged after 14:00: Day+3 to Day+6 (excluding Sundays).

Dell will call back the same day, excluding Saturday, provided that the system fault call has been logged before 14:00 Monday to Friday. If the call has been logged after 14:00, Dell will call back the day after, excluding Saturday, Sunday and normally observed local holidays.

Service is performed at the customer’s location and is available Monday - Friday from 9:00 to 20:00 and Saturday from 9:00 to 17:00 excluding normally observed local holidays. A Dell Service Partner may provide At-Home/on-site service.

At-Home SERVICE DELIVERY METHODS

At-Home Service has two delivery methods:

- **Engineer Replaceable Parts** – Dell will dispatch a service engineer with the replacement part to arrive At-Home/on-site at the agreed appointment (day and window of time) within the Day+2 to Day+5 timeframe, after completion of telephone-based troubleshooting. Upon arrival at the customer home/site, the engineer will install and test the replacement part. The engineer will verify the repair is complete with the customer.
- **Customer Replaceable Parts** – Dell may opt to send a system part, which can easily be replaced by the customer, directly to the customer to exchange with the defective part. These items will be defined by the Dell technician during the diagnostics process, but will generally include monitors, mice, desktop keyboards, notebook batteries, AC adapters, etc.

Replacement parts may be reconditioned or refurbished and are replaced on the basis of specification and not on brand and model. Customer Replaceable Parts are performed Monday to Friday from 09:00 to 18:00 - Time may vary in some countries.

General Information

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

Each system shipped by Dell is individually built to order, and the details of that configuration are recorded on Dell’s call-management system. The customer should identify the service tag number and model number of the faulty system to assist the Dell technician before calling. These can be found on a white label on the back of the system.

To complete the diagnostics the customer must have convenient access to the faulty system when calling technical support. The technical support telephone number the customer should call is provided in the Dell system document that ships with each system and is on Dell’s website at http://support.euro.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 system 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 hardware fault diagnostics are:

- Running diagnostic tests appropriate for the problem reported
- Installation of service packs, components, supplements, updates and patches for specifically covered factory-installed operating systems, firmware and BIOS
- Installation and default configuration of Dell factory-installed operating systems, application software and drivers
- Testing a factory-installed network interface card (including wireless) by testing with manufacturer’s diagnostics & pinging another PC
- Testing a factory-installed modem by connecting it to an analogue telephone line (not a PABX line)

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

OPENING THE SYSTEM

Accurate problem diagnosis may not be possible without opening the system. Normal troubleshooting procedures may also include opening a system to reseat parts. The Dell technician will inform you if this is necessary and work with you to do so. Opening the system 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 original operating system, software applications and hardware drivers and settings to the original default configuration as shipped from the factory.

EXCLUSIONS

Without limitation, the scope of Dell’s fault diagnostics and At-Home Service does not include support for the following:

- General usage and “how to” questions with Dell factory-installed software over 30 days.
- Configuration and diagnosis of the Dell factory-installed operating system or factory-installed applications for use with customer-installed applications and hardware.
• Configuration, installation and validation of non-Dell supplied operating systems, software, applications or drivers/fixes.
• Commercial upgrades whether purchased from Dell or not, e.g. Office XP Pro upgrade.
• Configuration of all 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.
• Dell supplied software and peripherals, unless otherwise specified.
• BIOS/Firmware upgrades for non-Dell branded systems, unless part of fault resolution.
• Invalid software and hardware configurations.
• Backing up and restoring customer’s data.
• Customer applications and data.
• Unnecessary work in Dell’s assessment.
• Consumables and wear and tear to items such as plastics and diskettes.
• Non-critical failures that fall within industry specified tolerances e.g. noise, individual LCD pixels.
• Games and add-on packages from date of purchase (e.g. educational packs).
• Preventative maintenance.
• Repair of system after virus infection other than installation of the operating system to the default Dell factory settings.
• For business users, Custom Factory Integration items (DellPlus) will not be supported unless specifically agreed in a separate writing by Dell.

Customer Data & Data Loss
Dell recommends regular backup of data. In cases where a hard drive failure is detected, the hard drive will be replaced. Customer data stored on the defective hard drive will be lost if the hard drive is replaced. The service engineer will configure the operating system to the original factory settings only if the customer makes the original software image or operating system installation media available. The customer should contact Dell Technical Support for assistance in reinstalling any additional software provided on the original factory image.

Data Loss: the customer is responsible for the security, backup & reinstallation of their data at all times. Dell accepts no liability for loss of software and data.

Damage Exclusions
In addition to those items specified in Dell’s Standard Terms and Conditions of Sale, 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. For future purchases, CompleteCare cover is available
• Malicious damage
• Environmental conditions
• Act of God, fire, flood, act of violence or any similar occurrence

System Location
The Dell At-Home Service defined in this document is available in the following countries Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.

The Service 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. The Service will be available in the new country once Dell has been has
been notified and Dell’s system updated. Service details may vary if moving to a Dell direct
country outside of the list identified in this document. A full list of direct countries is available on
Dell’s website http://support.euro.dell.com. Any country outside of this list is a “non-Dell direct
country”.

If the system is relocated from or to a non-Dell direct country, Service may not be available, may
change or may be chargeable.

It is the customer’s responsibility to advise Dell if systems are being relocated internationally.
Customers should complete the transfer form located on the Dell’s website http://www.dell.com/globaltagtransfer

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

• Provide the tag/serial number of the system for which the enquiry is being made
• Provide all and any information requested by the Dell Technician to assist in the
diagnosis
• Provide Dell with full, safe and prompt access to the products.
• Where possible, provide a technically competent person with knowledge of the system
and fault to be available at the customer location to receive engineer(s) with the part(s)
for the duration of the time slot i.e. the customer will need to be available when the
engineer arrives throughout the duration of the engineers’ visit so this could mean
customer needs to be there beyond the time specified in the time slot.
• If unable to attend the time slot, call Dell back to book a new appointment within the
Day+2 to Day+5 timeframe, after completion of telephone-based troubleshooting.
• Ensure the system is in an easily accessible location with adequate space, health and
safety conditions.
• Make available to Dell, free of charge, all facilities and services reasonably required by
Dell to enable Dell properly to provide the services.
• 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.
• Acknowledge that they are responsible for recovering their own application software
after any such Services have been provided.
• Inform Dell of any system relocations.
• Any other actions that Dell may reasonably request in order to best perform the service.

Returns Policy
In accordance with the distance Selling Regulations, Consumers may cancel a purchase at any
time within 7 working days of receipt without cause and receive a refund of the price paid. To do
this the Consumer must inform Dell and obtain a Returns Authorisation number. The products
should be returned immediately, clearly marked with the Returns Authorisation number, in the
same condition the Consumer received them and at the Consumer's own cost and risk. Statutory
consumer rights to request a return, replacement, or refund in relation to the defective or mis-
described products are unaffected by the time limitation described above. This section does not
apply to any business customer or user.

This Service Description is subject to and supplements Dell’s Standard Terms and
Conditions of Sale and Service (including without limitation Dell’s limitation and exclusion
of liability as noted therein) or any applicable separate signed agreement between
Customer and Dell. Dell reserves the right to make changes to this documents and to the
Products and Services described at any time, provided that such changes will not result in
a reduction in Dell’s contracted commitments to existing Customers receiving the Products and/or receiving the Services. Dell’s warranties on its Products and Services are exactly as described in this document, in any agreement between Dell and the Customer and as additionally required under applicable law. Dell makes no additional express or implied warranties with respect to its Products and Services, except as set forth in this Service Description, the Dell Standard Terms and Conditions, any other signed agreement, or as required by law.

Dell’s standard terms and conditions can be found at www.euro.dell.com/service-descriptions

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