

## Frequently Asked Questions (FAQs):

### Q: Are Dell Employees eligible to combine their employee discount and the Price Match Guarantee?

A: Yes, Dell Employees are eligible to receive their discount on items eligible for the Price Match Guarantee. To receive a price match, follow these steps:

1. Find the item on another website.
2. Request the coupon that corresponds to the item you want to purchase.
3. Initiate a chat session (chat is only to be used for price match).
4. Provide the agent with the Dell sku or e-value code, the link to the item on another website, and your employee coupon code.

As long as the price match follows the rules and regulations stated on [Dell.com/PriceMatch](https://www.dell.com/PriceMatch), you will receive your discount on the price matched item.

### Q: Can I get a quote that includes the EPP and Price Match Guarantee discounts?

A: The Dell Chat agent can issue a quote for the product(s) that you are looking to purchase, however the price match discount and the EPP discount will be applied to the order at time of purchase.

### Q: Can non-US based employees use EPP discounts?

A: Due to export laws, this EPP design is only available to Dell employees working in the US. For Global EPP offers, please visit [Dell.com/DellEPP](https://www.dell.com/DellEPP).

### Q: How do I get a replacement coupon for a cancelled order?

A: Please [email us](#). Please include your name, manager, date of hire, location, and Dell purchase ID.

### Q: I've already purchased a system. Can I apply my EPP coupon(s) after making a purchase?

A: Due to legal and accounting issues, we are not able to affect orders once they have been completed. We would be happy to send you a new coupon code if you would like to cancel the order and replace it to receive the discount.

### Q: Can I purchase a system over the phone?

A: Currently, all orders must go through the Dell.com Home & Home Office website only. Please visit [Dell.com/ShopMyDell](https://Dell.com/ShopMyDell).

**Q: How many systems can I purchase per coupon?**

A: You can purchase up to 1 system with 4 peripheral items per coupon, but all items must be purchased in the same order. Otherwise, the coupon will be marked "Redeemed" after the first use.

**Q: What are the most important things to know when purchasing?**

A: When purchasing, keep these 5 things in mind:

1. Save the Order Confirmation email. To ensure your order is complete and accurate, please compare this confirmation to your invoice and/or packing slip.
2. Your order is subject to Dell's Terms and Conditions of Sale, which include a binding arbitration provision.
3. Orders may be shipped in separate boxes and at different times. Estimated ship dates indicate when the carrier will pick up the order(s). If an unexpected shipping delay occurs, we will notify you and provide a revised ship date. Estimated delivery dates can take up to 5 additional business days, depending on your shipping method. You must sign for your shipment when it is delivered.
4. If your method of payment was one or more credit cards, then charges totaling the amount above have been submitted to your card issuer(s). These transactions will be finalized when your order ships.
5. If your order contains downloadable software, you will receive an email with a link within approximately 10 to 30 minutes of your order being placed. The email link will direct you to our download site. Click the link and follow the instructions to begin the download process.

**Q: How can I allow my friends and family to take advantage of my discount?**

A: All orders placed using a Dell Employee coupon must be placed by the Dell Employee, in regards to name and payment. Once the item is purchased, if the employee wishes, the product may be transferred to a friend or family member.

**Q: How do refurbished discounts differ from new system and E&A discounts?**

**A:** Refurbished coupons are spotlight offers only, which means they are only available when Dell Outlet inventory allows. The offer will vary in product type, discount amount, and time frame.

**Q: Why do the 3rd party discounts vary?**

**A:** Dell does not set the discounts that Dell Employees receive on the 3rd party vendor products. Dell Employees must follow the vendor rules and regulations to purchase products with a discount.

**Q: How do I obtain a discount for Alienware products?**

**A:** Alienware products are considered Dell merchandise and are found on Dell's consumer website, therefore the standard 17% employee discount is now applicable for [Alienware products](#).

**Q: Who do I contact if I have other questions?**

**A:** Please email the [Dell EPP mailbox](#). All questions will be answered within 2 business days.

**Q: I am having trouble accessing the site. What should I do?**

**A:** If you are a US Dell Employee and are receiving an error when trying to access the site or if the site is showing an 'Internal Server Error,' please [email us](#). In your email, please explain the issue thoroughly. Please be patient: this mailbox receives a significant amount of mail. It is managed on a daily basis within business hours. You will receive a timely response within 2 business days.

If you are a Dell employee outside of the US, please reach out to the HR department in your region regarding employee purchase information.