

# Service Description

## Basic Hardware Service

### Introduction to Your Service Agreement

Dell is pleased to provide Basic Hardware Service (the "**Service(s)**") for select server, storage, desktop and notebook systems, and printers ("**Supported Product(s)**" as defined below) in accordance with this Service Description ("**Service Description**"). In addition to the features below, this Service provides technical support options, service parts and related labor services to repair and/or replace defect(s) in workmanship occurring within the hardware service period applicable to Customer's Supported Product(s) ("**Qualified Repair(s)**").

This Service Description is entered among you the customer ("**you**" or "**Customer**") and the Dell entity identified on your invoice for the purchase of this Service. This Service is subject to and governed by Customer's separate signed master services agreement with Dell that explicitly authorizes the sale of this Service, or, in the absence of such agreement, Dell's terms of sale applicable to commercial customers, which is available at [www.dell.com/Terms](http://www.dell.com/Terms) or your local country-specific [www.dell.com](http://www.dell.com) website or depending on Customer location, Dell's standard Customer Master Services Agreement ("**CMSA**"), which can be obtained at [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts), and hereby incorporated by reference and available in hardcopy from Dell upon request. The parties acknowledge having read and agree to be bound by such online terms. Customer agrees that renewing, modifying, extending or continuing to utilize the Services beyond the initial term is subject to the then-current Service Description available for review at [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts).

**APJ- based Direct Customers & End Users Who Purchase Dell Services from a Reseller:** This Service is provided in connection with Customer's separate signed master services agreement with Dell or, in the absence of such agreement, Dell's standard CMSA, which can be obtained at [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts).

**APJ-based PartnerDirect Certified Partners or Registrants and Authorized Resellers:** This Service is provided for resale by Dell's authorized resellers in connection with Dell's Terms and Conditions of Sale for Persons or Entities Purchasing to Resell, which can be obtained at [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts).

**EMEA-based End-Users who purchase Dell-branded Products and Services from a Reseller or Distributor:** If you have purchased the Service from a third-party distributor/reseller any agreement regarding the sale and delivery of the Service will be between you and the third party distributor/reseller. You do not have a direct contractual relationship with Dell in relation to the sale or delivery of the Service, despite the fact that Dell may as a sub-contractor to the distributor/reseller perform the Service you have purchased. The Service will be provided in accordance with the terms of the separate agreement between you and the third party distributor/Reseller but remain subject to the terms and conditions, definitions, scope and limitations set out in this Service Description. By placing your order for the Services, utilizing the Services or associated software, or by clicking/checking the "I Agree" button or box on the Dell.com website in connection with your purchase or within a Dell software interface, you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity, you represent that you have authority to bind such entity to this Service Description, in which case "you" or "Customer" shall refer to such entity.

### The Scope of Your Service Agreement

This Service provides technical support options, service parts and related labor services to address Qualified Repairs. The applicable service response level is identified on Customer's order form, order acknowledgement,

purchase order, invoice or receipt (collectively "Order Form") for the Supported Product(s). Available service response levels vary by Customer location and may include the following:

- Return for Repair Services: Mail-In Service (MIS), Carry-In Service (CIS), Collect and Return Service
- Parts Only Service
- Next Business Day Onsite Service (NBD)
- Advanced Exchange Service

The following activities are not included in the Service:

**Service Coverage Limitations:**

- Operating system software how-to assistance
- Database assistance
- Media replacement for non-Dell branded software (for example, Microsoft® Office) or for software that Dell no longer ships with new Supported Products
- Assistance with configuration, optimization, installation, relocation, or upgrades
- Global Command Center mission critical monitoring
- Emergency dispatch or Customer-determined incident severity levels
- Case management or escalation management
- Warranty, repair, or any other type of service requested for non-Dell products (unless as otherwise stated)
- Accessories, operating supplies, peripherals, or parts such as batteries, frames, and coversAny recovery or transfer of data
- Repair of damage or defects in Supported Products which are purely cosmetic and do not affect device functionality
- Virus removal
- Service for equipment damaged by misuse, accident or abuse of the Supported Product and components (such as, but not limited to, use of incorrect line voltages, use of incorrect fuses, use of incompatible devices and accessories, improper or insufficient ventilation or failure to follow operating instructions), modification, unsuitable physical or operating environment, improper maintenance by the Customer (or Customer's agent),
- Repairs necessitated by software problems, or as a result of alteration, adjustment, or repair by anyone other than Dell, Dell's Authorized Reseller or Service Provider or by customers utilizing Customer Self Replaceable (CSR, as defined below) parts.

## How to Contact Dell if You Require Service

All Basic Hardware Service offerings, except Parts Only Service, are entitled to the following technical service and support:

- Telephone support services, which provide hardware troubleshooting during local business hours, excluding local national holidays.
- Technical support services through instant online chat and e-mail.

**Note:** Service offerings may vary by geographic region. For Supported Products purchased from a Dell reseller, Customer may contact Dell or their Dell reseller to identify the applicable service response level for Customer's Supported Products.

**Low-Urgency Technical Service Resolution:** For issues that are of low-urgency and for self-help resolution, please consider contacting Dell technical support service through instant online chat or e-mail available at [www.support.dell.com](http://www.support.dell.com).

**Telephone-Based Resolution:** Basic Hardware Service Technicians (“**Dell Technicians**”) are available by telephone during local business hours Monday-Friday, excluding local national holidays. Local telephone support numbers are available at [www.support.dell.com](http://www.support.dell.com).

Before contacting Dell, please have the following available:

- Service Tag (as defined below), Express Service Code, and Model Number of the Supported Product.
- A description of the problem and any troubleshooting steps taken prior to calling Dell.
- The case number if one has already been assigned through prior contact with Dell.
- Physical access to the Supported Product during the troubleshooting process.

The Dell Technician will also verify the service level for the Supported Product and assist Customer with a series of troubleshooting steps to help diagnose the issue. The Dell Technician may ask that the Customer to open the product case, remove hardware, manipulate software, or perform other diagnostic activities.

If the Supported Product is no longer within its applicable hardware warranty term or the issue is outside the scope of this Service, diagnosis and remedy of the issue may still be available, but at an additional fee.

## Service Parts

Regardless of the service response level purchased, some component parts are specifically designed for easy Customer removal and replacement. Such parts are designated as Customer Self Replaceable (“**CSR**”). If during diagnosis, the Dell Technician determines that a Qualified Repair can be accomplished with a CSR-designated part, Dell will ship the CSR-designated part directly to the Customer. The freight method used to ship the CSR part is based on the level of service purchased by the Customer. Service parts for customers with “Next Business Day Service” will be shipped via a next business day freight method. Service parts for customers with “Return for Repair Service” will be shipped via ground freight service.

Once the Dell Technician has determined whether it is necessary to replace a part or return the system, Customer will be informed of the next steps to take. Depending on the service level that was purchased by Customer, the following options will apply:

### Return for Repair Service Options

There are three types of Return for Repair service: Mail-In Service, Carry-In Service, or Collect and Return Service.

#### Mail-in Service (MIS)

Mail-in Service is initiated by calling Dell technical support as outlined above. During diagnosis, the Dell Technician will determine if the issue requires that the Supported Product be sent to a Dell-designated repair center to support a Qualified Repair. Typical cycle time, including shipping to and from the repair center, is 10 business days from the date Customer ships the Support Product to Dell.

#### Carry-In Service (CIS)

Carry-In Service is a “drop-off” service initiated by calling Dell technical support as outlined above. During the telephone-based troubleshooting process, the Dell Technician will diagnose whether a hardware fault is the issue: If so, then the Customer will be asked to deliver the Supported Product to a Dell-designated repair center or shipping location (at the Customer’s cost). Standard service hours are local business hours, available 5 days per week, excluding local national holidays. Qualified Repairs will be performed in accordance with the response time identified on Customer’s Order Form. Once the Supported Product has been repaired, Dell will contact Customer to make arrangements to retrieve it. Repair service level agreements may vary by country and city.

#### Collect and Return Service

Collect and Return Service is initiated by calling Dell technical support as outlined above. If a Qualified Repair in the Supported Product is diagnosed and cannot be resolved through telephone-based

troubleshooting with the Dell Technician, a Dell representative will collect your Supported Product and take it to a Dell-designated repair center. This service method includes labor and the repair or replacement of parts in the main system unit, including monitor, keyboard, and mouse, if not ordered separately.

Qualified Repairs will be performed in accordance to the response time identified on Customer's Order Form. Once the Supported Product has been repaired, it will be returned to the Customer. Repair service level agreements may vary by country and city.

**Shipping Procedures:** During diagnosis, the Dell Technician will provide instructions on how to return the product to the Dell-designated repair center. The Supported Product must be shipped to the address provided by the Dell Technician and prominently labeled with the "Return Authorization Number". The Return Authorization Number will be provided by the Dell Technician. To expedite repair or replacement, enclose a brief description of the issue in writing. Package the product being returned in its original packaging. If the original packaging is not available, the Dell Technician may assist by providing packaging; however a fee may apply for this service.

**Shipping Precautions:** Customer should not send manuals, confidential, proprietary or personal information, or removable media such as floppy disks, DVDs, PC Cards, etc. Dell is not responsible for lost or corrupted data, damaged or lost media, or Customer's confidential, proprietary or personal information.

### **Parts-Only Service**

For Customers with Parts-Only Service, Dell will enable Customer to request replacement parts to support a Qualified Repair(s). Dell may provide whole unit exchanges rather than the exchange of individual parts, in which case Dell includes a prepaid shipping container with each replacement part for Customer to use to return the original defective part to Dell. Parts-Only Service does not include telephone-based troubleshooting or other types of remote assistance.

### **Next Business Day Onsite Service**

For Customers with Next Business Day Onsite Service, during the telephone-based troubleshooting, the Dell Technician will determine if an on-site service technician must be dispatched to support a Qualified Repair. For Next Business Day Onsite Service, a technician will typically arrive on-site the next business day. There are specific restrictions and terms to this service:

- Technicians are available Monday-Friday from 8:00 am to 6:00 pm local time, excluding local holidays.
- Generally, calls received by Dell before 5:00 pm local time qualify for next-business day service, however, regional differences apply. Please contact a Dell Technician to determine the deadline for your location.
- In the event that additional parts/resources are required once the on-site technician is at the Customer's site, work may be temporarily suspended until the additional parts/resources arrive.

**Missed Service Visit:** If the Customer or Customer's authorized representative is not at the location when the on-site service technician arrives, the technician cannot complete the required service. When possible, the on-site service technician will leave a card to let the Customer know that they were there. If this occurs, the Customer may incur an additional charge for a follow-up service call.

### **Advanced Exchange Service**

For Customers with Advanced Exchange Service, Dell may ship a replacement product to the Customer's business location to support a Qualified Repair. The replacement product will be shipped via ground shipping. In some instances, at Dell's discretion, an on-site service technician may also be dispatched to replace/ install the replacement product. Upon receipt of the replacement product, Customer must return the defective Supported Product to Dell by taking the defective Supported System to the designated return carrier location within 3 business days. Should the Customer fail to return the defective item, a fee will be charged.

## Dell EqualLogic Software Updates

Basic Hardware Service for select Dell EqualLogic Supported Products, including the Dell EqualLogic PS Series, includes both maintenance software updates and the introduction of new features to firmware and core software such as SAN HQ, Auto Snapshot Manager, and the Host Integration Toolkit (for the service period indicated on Customer's invoice).

**Patches and Bug Fixes.** Dell will periodically release patches and bug fixes to the applicable EqualLogic Enterprise Storage Software for purposes of maintaining operating system compatibility and/or database compatibility; and any error corrections, workarounds, and/or patches needed to maintain conformance to the Supported Product's documentation.

**New Versions.** New versions or releases of the applicable EqualLogic Enterprise Storage Software are generally made available by Dell at no additional charge to licensees for Enterprise Storage Software that is installed on a Supported Product covered by a Dell limited warranty or an annual service or maintenance contract. New versions generally consist of releases that contain patches and bug fixes, changes that reflect an expansion or extension of existing features, and changes that include substantial new features, functions, or capabilities.

**Dell EqualLogic Support Renewal Rates:** [www.Dell.com/ProSupport/EQLpricelist](http://www.Dell.com/ProSupport/EQLpricelist)

## Multivendor Support

Dell is pleased to provide Dell ProSupport for Multivendor (the "**Multivendor Service(s)**") for select non-Dell assets ("**Multivendor Supported Product(s)**" as defined below) in accordance with this Service Description. This Service provides technical support options (telephone), service parts, and labor services to maintain systems in a good operating condition during the term of service purchased ("Multivendor Qualified Repairs"). The coverage period for each device is included on Customer's purchase agreement or Order Form associated with the purchase of this Service.

These Multivendor Services are available for Multivendor Supported Products on a per-device basis, as determined by Dell.

### Service Level Options

Multivendor Services for Multivendor Supported Products with or without OEM warranty are available during the coverage period set forth in the services term purchased for each device. The applicable service response level is identified on Customer's Order Form for the Multivendor Supported Product.

- Telephone support services, which provide hardware troubleshooting during local business hours, excluding local national holidays
- On-site Service Options (Next Business Day On-Site Support or 5 days per week x 10 hours per day - 4 Hour On-Site Support)

**Supported Products:** This Multivendor Service is available on select non-Dell systems which are in a standard configuration. The Multivendor Supported Product covered under this Service Description is identified on Customer's Dell invoice; however Software & Peripheral products are **not** covered by this Service Description. A separate service contract must be purchased by Customer for each Multivendor Supported Product (for instance, the printer attached to an entitled system is NOT covered unless the printer has a separate support contract of its own). Each Multivendor Supported Product will be designated by its OEM serial number or another designated serial number (the "**Multivendor Service Tag**"). Additional products may be covered by this Service Description or added to the Multivendor Supported Products list depending on region, location,

or language. Please contact your Dell sales representative for more detailed information on Multivendor Supported Products for this Service.

#### Additional Information

- Dell will not assume the Multivendor Supported Product warranty obligations of any manufacturer.
- Dell will not assume the software warranty obligations of any manufacturer or maintain software of any kind pursuant to this Agreement.
- **Supported Releases.** Customer must maintain software and Multivendor Supported Product(s) at manufacturer-specified minimum release levels or configurations as specified on the OEM websites. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by the OEM in order to keep the Multivendor Support System(s) eligible for this Multivendor Service.
- **Limitation of Liability.** Notwithstanding a separate signed agreement with Dell, in the event Dell is unable to restore Customer's Multivendor Supported Product in good operating condition Dell's aggregate liability to Customer arising out of, or in connection with this service description shall not exceed the lesser of either a) twelve (12) months fees paid or payable by Customer to Dell under this Service Description or b) a similar whole-unit replacement.

## Dell PowerConnect Support

Basic Hardware Service for Dell PowerConnect Products includes hardware troubleshooting, remediation, and an initial 90 day software troubleshooting and diagnosis. Services support is available during business hours and response is based on the basic service contract.

### PowerConnect Basic Hardware Support

The following items are included as part of the PowerConnect hardware support:

- Power On
- Port connectivity
- SFP/GBICs
- Fans/Power Supplies
- Access to Support.Dell.com for firmware updates and information, as available

### PowerConnect Initial 90 Day Limited Software Support

Dell warrants that for a period of ninety (90) days from the date of purchase, Dell will provide break/fix assistance for the switch operating system.

### Services Not Covered with Limited Software Support

Additional services, such as installation, configuration, design, and consulting are not covered but can be purchased separately through Remote Advisory Services (RAS).

Additional break/fix software support and limited How-To Assistance are not covered but are available through a ProSupport service contract.

## Additional Terms & Conditions

### 1. Supported Products

This Service is available on Supported Products which includes only select Dell OptiPlex™, Latitude™, Precision™, Vostro™, PowerEdge™, PowerEdge SC™, PowerVault™, PowerConnect™, Dell EqualLogic™, Dell | EMC Storage Systems™ and select Dell printers, which are purchased in a standard configuration. Supported Products are added regularly, so please contact your Dell sales representative for the most up-to-date list of Services that are available on your Dell or non-Dell products.

Each Supported Product is tagged with a serial number (the "Service Tag"). A separate service agreement must be purchased by Customer for each Supported Product. For example, a printer purchased with a laptop system is not covered by the laptop system's service contract: the printer and the laptop will each need their own service contract. Please refer to the Service Tag on your Supported Product when contacting Dell for this Service.

### 2. Support Services

**A. Limited Hardware Warranty.** Qualified Repairs on Supported Products include technical support options (telephone, Internet, etc.) and service parts and related labor services to repair or replace defect(s) in workmanship pursuant to and occurring within the limited warranty period applicable to Customer's Supported Product(s). Dell's Limited Hardware Warranty is available for review at [www.dell.com/Warranty](http://www.dell.com/Warranty) or posted outside of the United States at your regional Dell.com website.

**B. Hardware Coverage Restrictions.** Hardware coverage limitations may apply and service offerings may be available to extend these hardware limitations for an additional fee. Please see [www.Dell.com/Warranty](http://www.Dell.com/Warranty) or your regional Dell.com website for warranty information or contact a Dell technical support analyst for more details.

**C. Service Parts Installation.** Regardless of the service response level purchased, some component parts are specifically designed for easy Customer removal and replacement: such parts are designated as CSR. If during the troubleshooting and diagnosis, the Dell technical support analyst determines that the repair can be accomplished with a CSR-designated part, Dell

will ship the CSR-designated part directly to Customer. CSR parts fall into two categories:

Optional CSR parts. Optional CSR parts are designed for simple installation by Customer; however, depending on the type of service that was purchased with the Supported Product, Dell may provide an on-site technician to replace the parts.

Mandatory CSR parts. Mandatory CSR parts are designed for simple installation by Customer and Dell does not provide installation labor services to install Mandatory CSR parts. If the Customer requests that Dell and/or the Dell Authorized Reseller replace these parts, the Customer will be charged a fee for this service. Dell may waive this fee for a limited number of support services, such as ProSupport.

**D. Whole Unit Replacement.** If the analyst determines that the component of the defective Supported Product is one that is easily disconnected and reconnected (such as a keyboard or monitor), or if the analyst determines that the Supported Product is one that should be replaced as a whole unit, Dell reserves the right to send Customer a whole replacement unit. If a Dell technician delivers a replacement unit to Customer, Customer must relinquish the defective System or component thereof to the Dell technician, unless Customer has purchased Keep Your Hard Drive for the affected system, in which case Customer may retain the respective hard drive(s). If Customer does not relinquish the defective unit to the Dell technician as required above, or if (in the event the replacement unit was not delivered in person by a Dell technician) the defective unit is not returned within ten (10) days, Customer agrees to pay Dell for the replacement unit upon receipt of invoice. If Customer fails to pay such invoice within ten (10) days after receipt, in addition to any other legal rights and remedies available to Dell, Dell may terminate this Service Description upon notice.

**E. Parts Stocked.** Dell currently stocks parts in various locations throughout the world. Selected parts may not be stocked in the location closest to a customer's site. If a part that is needed to repair the Supported Product is not available from a Dell facility near the

customer's location and must be transferred from another facility, it will be shipped using overnight delivery. 2-Hour and 4-Hour parts locations stock mission critical components of the system, as determined by Dell. A mission critical component is one, which upon failure, may prevent the system from performing its basic functions. Parts deemed non-critical include, but are not limited to: software, floppy drives, media drives, modems, speakers, sound cards, zip drives, monitors, keyboards, and mice. In order to receive 2-Hour or 4-Hour parts, Customer must have purchased a corresponding service contract that supports mission critical parts delivery and the Supported Product must be located within the supported coverage area determined by Dell.

**F. Service Parts Ownership.** All Dell service parts removed from the Supported Product and returned to Dell become the property of Dell. Customer must pay Dell at the current retail price(s) for any service parts removed from the System and retained by Customer (except for hard drives from systems covered by Keep Your Hard Drive service) if Customer has received replacement parts from Dell. Dell uses new and reconditioned parts made by various manufacturers in performing warranty repairs.

### 3. Term of Service.

This Agreement commences on the date you place your order and continues through the Term of Service. The "Term of Service" begins on the purchase date and extends for the term indicated on the Order Form. The number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services, the rate or price, and the applicable Term of Service for each is indicated on Customer's Order Form. Unless otherwise agreed in writing between Dell and Customer, purchases of Services under this Agreement shall be solely for Customer's own internal use and not for resale or service bureau purposes.

### 4. Customer responsibilities

**A. Authority to Grant Access.** Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Product, the data on it, and all hardware and software components included in it, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at

Customer's expense, before Customer asks Dell to perform these Services.

**B. Cooperate with Phone Analyst and On-site Technician.** Customer agrees to cooperate with and follow the instructions given by Dell phone analyst and its on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.

**C. On-site Obligations.** Where Services require on-site performance, Customer must provide free, safe, and sufficient access to Customer's facilities and the Supported Product(s). Sufficient access includes ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and keyboard must also be provided (at no cost to Dell), if the system does not already include these items.

**D. Maintain Software and Serviced Releases.** Customer must maintain software and Supported Product(s) at Dell-specified minimum release levels or configurations as specified on PowerLink for Dell | EMC Storage or EqualLogic™, or as specified on [www.support.dell.com](http://www.support.dell.com) for additional Supported Products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in order to keep the Supported Product(s) eligible for this Service.

**E. Data Backup.** Complete a backup of all existing data and programs on all affected systems prior to the delivery of this Service by Dell. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS or loss of use of system(s) arising out of this Service or related support activities or any act or omission, including negligence, by Dell or a third-party service provider.

**F. Third Party Warranties.** These Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. It is Customer's responsibility to ensure that Dell's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. Dell does not take responsibility for third party warranties or for any effect that the Dell services may have on those warranties.

## 5. Important additional information

**A. Rescheduling.** Once this service has been scheduled, any changes to the schedule must occur at least 8 calendar days prior to the schedule date and be communicated to Dell in writing. If Customer reschedules this service within 7 days or less prior to the schedule date, there will be a rescheduling fee not to exceed 25% of the Customer price for the services.

**B. Commercially Reasonable Limits to Scope of Service.** Dell may refuse to provide Services if, in its opinion, providing the Services creates an unreasonable risk to Dell or Dell's Service providers or is beyond the scope of Services. Dell is not liable for any failure or delay in performance due to any cause beyond its control. Service extends only to uses for which the Supported Product was designed.

**C. Optional Services.** Optional services (including point-of-need support, installation, consulting, managed, and professional, support or training services) may be available for purchase from Dell and will vary by Customer location. Optional services may require a separate agreement with Dell. In the absence of such agreement, optional services are provided pursuant to this Agreement.

**D. Assignment.** Dell may assign this Service and/or Service Description to qualified third party service providers.

**E. Cancellation.** Dell may cancel this Service at any time during the Service term for any of the following reasons:

- Customer fails to pay the total price for this Service in accordance with the invoice terms;
- Customer refuses to cooperate with the assisting analyst or on-site technician; or
- Customer fails to abide by all of the terms and conditions set forth in this Service Description.

If Dell cancels this Service, Dell will send Customer written notice of cancellation at the address indicated on Customer's invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell sends notice of cancellation to Customer, unless state law requires other cancellation provisions that may not be varied by agreement. If Dell cancels this service pursuant to this paragraph, Customer shall not be entitled to any refund of fees paid or due to Dell.

**F. Geographic Limitations and Relocation.** This Service will be delivered to the site(s) indicated on the Customer's invoice. This Service is not available at all locations. Service options, including service levels, technical support hours and on-site response times will vary by geography and certain options may not be available for purchase in Customer's location. Dell's obligation to supply the Services to relocated Supported Products is subject to local service availability and may be subject to additional fees and to inspection and recertification of the relocated Supported Products at Dell's then current time and materials consulting rates. Customer will provide Dell with sufficient and safe access to Customer's facilities at no cost to Dell for Dell to fulfill Dell's obligations.

**G. Transfer of Service.** Subject to the limitations set forth in this Service Description, Customer may transfer this Service to a third party who purchases Customer's entire Supported Product before the expiration of the then-current service term, provided Customer is the original purchaser of the Supported Product and this Service, or Customer purchased the Supported Product and this Service from its original owner (or a previous transferee) and complied with all the transfer procedures available at [www.support.dell.com](http://www.support.dell.com). A transfer fee may apply. Please note that if Customer or Customer's transferee moves the Supported Product to a geographic location in which this Service is not available (or is not available at the same price) as Customer paid for this Service, Customer may not have coverage or may incur an additional charge to maintain the same categories of support coverage at the new location. If Customer chooses not to pay such additional charges, Customer's Service may be automatically changed to categories of support which are available at such price or a lesser price in such new location with no refund available.

**For more information about any of our service offerings, please contact your Dell representative or visit [www.dell.com/services](http://www.dell.com/services)**

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

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