

DELL COMPLETECARE™ ACCIDENTAL DAMAGE SERVICE



Helps protect notebooks while on the go, addressing key challenges of a mobile workforce

ACCIDENTS HAPPEN

We all know that accidents happen. It's part of life. But when accidents occur to your computers and peripherals, your productivity can grind to a halt. To help you get back to business as quickly and efficiently as possible, Dell offers CompleteCare Accidental Damage Service¹ — a repair and replacement solution for select systems and peripherals that covers select accidental damage not covered by your Limited Warranty.²

A SIMPLE WAY TO PROVIDE PEACE OF MIND

CompleteCare is a flexible, easy-to-use service that picks up where your Limited Warranty² leaves off — covering accidental damage such as liquid spills, electrical surges, accidental breakage, drops, falls or other collisions. In the event that one of your systems is accidentally damaged, simply call Dell's 24-hour technical support line. After determining the cause and extent of damage to your system, Dell will take the appropriate steps to help ensure that it is back in working order as quickly as possible. Services include:

- Shipment of customer-replaceable parts.
- Shipment of damaged product to a Dell repair facility.
- Replacement of product if it is accidentally damaged beyond repair.

AN IDEAL SOLUTION FOR HIGH-RISK ENVIRONMENTS

CompleteCare Accidental Damage Service¹ offers investment protection for systems and peripherals exposed to high-risk usage and environments, such as mobile workforce and field sales use, shared workspaces, retail, classroom, medical, police and military settings. Plus, Dell's CompleteCare Accidental Damage Service is easy to use. You deal directly with the manufacturer, with no hidden fees or surcharges. And with flexible service plans available in 1- to 5-year terms, you can customize your coverage based on the needs of your business — and your usage environments.

KEY FEATURES OF COMPLETECARE ACCIDENTAL DAMAGE SERVICE

- **Investment Protection** — We help protect your technology investment by minimizing out-of-pocket expenses to repair unplanned damage. You can rest assured your equipment is covered from most losses.
- **Increased Scope of Coverage** — CompleteCare Accidental Damage Service is a separate service agreement that picks up where the Limited Warranty² leaves off, to cover most accidental damage such as spills, drops, surges and breakages.
- **Easy to Use** — You deal directly with the manufacturer and there are no additional fees or surcharges.
- **Flexible Coverage** — CompleteCare Accidental Damage Service is available in 1- to 5-year terms.

EXAMPLES OF UNINTENTIONAL DAMAGE COVERED BY COMPLETECARE

CompleteCare Accidental Damage Service¹ covers repair and replacement for various accidental damage, not covered under Limited Warranty², including spills, drops, surges, and breakage to select systems or peripherals.

CAUSE OF FAILURE	RESOLUTION DESCRIPTION
Liquid spilled on or in unit	Repaired or unit replaced ³
Drops, falls, and other collisions	Repaired or unit replaced
Electrical surge	Repaired or unit replaced
Damaged/broken LCD due to a drop/fall	Repaired
Accidental breakage (multiple pieces)	Repaired or unit replaced

EXAMPLES OF DAMAGE NOT COVERED BY COMPLETECARE

Damage caused by intentional acts, fire, theft or loss, is not covered under CompleteCare Accidental Damage Service¹. Some examples of damage that would NOT be covered are:

CAUSE OF FAILURE	RESOLUTION DESCRIPTION
Damaged in a fire	Not covered — insurance coverage
Intentional damage (hammer marks)	Not covered — user responsible
Stolen unit	Not covered — insurance coverage
Normal wear (does not affect system performance)	Not covered
Consumables (batteries, bulbs)	Not covered

CUSTOMIZE YOUR DELL PROSUPPORT SOLUTION

Dell ProSupport starts with the Dell ProSupport for IT service model designed for IT professionals like you. Dell ProSupport for IT provides:

- 24x7 Direct access to Dell Expert Centers
- Fast-track dispatch for Dell-certified technicians
- Escalation management through Dell's Global Command Centers

To further customize your Dell ProSupport solution, select one or more of the following Dell ProSupport Options that are designed to fit the way you use your technology.

CUSTOMER NEED	OPTION	DESCRIPTION
Speed of Response	Specialized Onsite Service³ Options	Allows you to augment your daily IT management or tap into specific technical expertise for critical projects when needed.
	Same-Day Onsite Service³	After phone-based troubleshooting, provides a Dell-trained technician onsite within 4 hours of problem determination (depending on location).
Protection	Computrace Theft Recovery Service⁴	Helps track and recover stolen notebooks and remotely deletes sensitive data.
	Keep Your Hard Drive⁵	Enables you to control your sensitive data by retaining your hard drive.
Premium Proactive	Enterprise-Wide Contract	Provides a deep support relationship and is ideally suited for more complex IT environments. Includes a designated Service Delivery Manager, proactive planning and reporting to help you maximize uptime and performance.

¹ CompleteCare 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.

² For a copy of limited warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or visit www.dell.com/warranty.

³ May be provided by third-party. Technician will be dispatched if necessary following phone-based troubleshooting. Availability varies. See [dell.com/servicecontracts](http://www.dell.com/servicecontracts) for details.

⁴ Your contract for Computrace[®] theft recovery service will be with Absolute Software Corporation, and is subject to the terms and conditions at <http://www.absolute.com/solutions-theft-recovery.asp>

⁵ The defective hard drive must still be covered by the hardware limited warranty. For a copy of the Limited Warranty, write Dell USA, L.P., Attn: Warranties, One Dell Way, Round Rock, TX 78682 or visit <http://www.dell.com/warranty>.

