



## Dell Services Basic Hardware Service

### Support for hardware repair and replacement

#### Service You Expect

Dell's Basic Service delivers reliable support for your hardware repair and replacement requirements. Work with local support professionals at Dell-designated call and repair centers that repair or replacement, plus parts and labor. Dell Basic Warranty Services include:

- Reliable support for products in non-critical business and home environments
- Over-the-phone problem diagnosis with Dell technical support professionals
- Onsite or offsite support at a Dell-designated and authorized repair center

#### Service Highlights

- **Telephone Technical Support:** Support is provided during local business days and hours, excluding weekends and regularly observed holidays.
- **E-Mail and Chat Technical Support**
- **Remote Problem Diagnosis and Support:** Dell certified professionals will work with you to help resolve hardware issues.
- **Logistics vary depending on the service level purchased and local availability:**
  - **Carry-In Service (CIS):** Deliver your computer to a Dell-designated repair center. Once the computer has been repaired, you will be contacted and asked to make arrangements to retrieve it.
  - **Collect and Return Service (CAR):** A Dell representative will collect your computer and take it to a Dell-designated repair center. When the repair is finished, your computer will be returned to you.
  - **Next Business Day Onsite Service After Remote Diagnosis:** A Service Technician will arrive at your place the Next Business Day to repair your computer after remote diagnosis.
- **Repair Center Services (applies to Carry-In Services & Collect):** Upon receipt of your computer at a Dell-designated repair center, a Dell-authorized representative will provide technical support on the failed hardware product. This includes repair or replacement of components or the entire unit as necessary. Coverage includes all required parts, materials and labor during your computer's limited hardware warranty period.
- **Standard business hours coverage:** A Standard repair center service hours are local business hours, available 5 days per week, excluding regularly observed local holidays.

**Dell ProSupport:** For customers who want to maximize productivity beyond the basic warranty service, Dell ProSupport is a configurable suite of professional services designed to simplify and optimize your IT environment based on your organizations' requirements.

- Proactive Problem Avoidance, Remote Monitoring and Self-Support Features to Help Maximize Productivity
- Hardware and Software Trouble-Shooting & Diagnostics for Single Point of Accountability
- Tailored Parts & Labor Service Levels from Next Business Day to Rapid Response of Two Hours
- Expertise for Specialized Applications and Technology, Such as Virtualization, Systems Management, Microsoft® Windows® 7 and more
- A designated Dell professional to assess your IT environment, build a custom support plan and manage your critical needs

Take IT support to a new level of focused efficiency. Start today with our wide range of services.

**Contact your Dell representative** to learn more about Dell Support Services. Shift Your Resources from Maintenance to Momentum.

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