



## Dell Services

### Dell Accidental Damage Protection

Peace of mind for life's surprises

**Drops. Spills. Power surges.**  
**Accidents happen. Are you prepared?**

We all know accidents happen. It's part of life. Imagine that if when accidents occur to your computers, your productivity does not grind to a halt. We want to help you get back to business as quickly and efficiently as possible. So we offer Dell Accidental Damage Protection<sup>1</sup> – a repair and replacement program for select systems and peripherals. This service covers specific damage due to accidents, not covered by your Limited Warranty<sup>2</sup>.

Accidental Damage covers unintentional damage that results from: liquid spills; electrical surges; and breakage due to drops, falls, or other collisions. In the event that one of your systems is accidentally damaged, you simply contact us directly. After determining the cause and extent of the damage to your system, we 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 the damaged product to a Dell repair facility
- Replacement of a product if it has been accidentally damaged beyond repair

**Freedom to mix  
business with  
breakfast**



#### **An ideal solution for high-risk environments.**

Accidental Damage offers peace of mind for systems exposed to high-risk usage and environments, such as mobile workforce and field sales use, shared workspaces, retail, classroom, medical, police and military settings.

And it's easy to use. You deal directly with Dell – no intermediaries, no hidden fees, no surcharges. We provide flexible service plans available in 1 -5 year terms, so you can customize your coverage based on the needs of your business – and your usage environments. Key features include:

- Improved cost control – We help minimize the out-of-pocket expenses to repair unanticipated damage. You can rest assured your equipment is covered for accidental damage.
- Increased scope of coverage - Accidental Damage is a separate service agreement that picks up where your Dell Limited Warranty leaves off, to cover damage due to accidental drops, spills, power surges, and breakages.
- Easy to use – You deal directly with the Dell and there are not additional fees or surcharges.
- Flexible coverage – Accidental Damage is available in terms of 1 to 5 years.
- International coverage – If you experience an accidental damage situation while traveling outside your country of origin, you will receive the same level of support you would expect in your home country.\*

## Preparation for the way your employees really work.



Cause of failure	Resolution description
Liquid spilled on or in unit	Repaired or unit replaced <sup>3</sup>
Drops, falls, and other collisions	Repaired or unit replaced
Electrical surge	Repaired or unit replaced
Damaged or broken LCD due to a drop or fall	Repaired
Accidental breakage into multiple pieces	Repaired or unit replaced

## Intentional damage is not covered by Dell Accidental Damage.

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

Cause of failure	Resolution description
Damaged in a fire	Not covered
Intentional damage (such as hammer marks)	Not covered
Normal wear and tear / cosmetic (does not affect system performance)	Not covered
Consumable (bulbs)	Not covered
Stolen unit	Not covered. Coverage for stolen units can be purchased as a Theft Protection bundle.

To address your unique support environment and needs, choose Dell ProSupport.

- Immediate access for help with 24 x 7 direct access to Dell Expert Centers
- Tailored support for your IT staff or end users
- Access to online training and certification for easy to manage self dispatch of parts and labor
- Escalation management for critical situations

To further customize your ProSupport service, select one or more of the following options designed to fit the way you use your technology.

Customer Need	Option	Description
Speed of Response	Specialized Onsite Service <sup>3</sup> options	Allows you to augment your daily IT management or tap into specific technical expertise for critical projects when needed.
	Same-day Onsite Service <sup>3</sup>	After phone-based troubleshooting, provides a Dell-trained technician onsite within 4 hours of problem determination (depending on location).
Protection	Computrace Theft Recovery Service <sup>4</sup>	Helps track and recover stolen notebooks and remotely deletes sensitive data.
	Keep Your Hard Drive <sup>5</sup>	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.

For more information about solutions for your business or organization, contact your Dell account representative or visit [dell.com](http://dell.com).

Applications Business Process Consulting Infrastructure Support

<sup>1</sup>Dell Accidental Damage Protection 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](http://www.dell.com/servicecontracts).

<sup>2</sup>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](http://www.dell.com/warranty).

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

<sup>4</sup>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>

<sup>5</sup>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>.

\*There may be exceptions with region-specific components such as a keyboard. Australia customers are covered in APJ region only.

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