

Stay on top of your workload – even when accidents happen.

Dell Accidental Damage Service¹



Get back to business quickly and efficiently

You can't prevent surges, drops and spills at work or at home, but you can recover from mishaps fast with Dell Accidental Damage Service.

Whether PCs are used in a classroom, a hospital, on the road or in an office, accidents are inevitable. So when an employee calls about a damaged device, be ready with Dell Accidental Damage Service. You'll have peace of mind knowing you can easily repair laptops and tablets used by your mobile employees, even when they're traveling or working off-site. That makes it an ideal option for systems that are routinely exposed to high-risk conditions, including those used in medical, retail, classroom, police and military settings.

Peace of Mind – Enhanced coverage for damage not covered by the hardware warranty.

Value – Reduce out-of-pocket expenses for unexpected repairs.

Productivity – Get users back to business quickly and efficiently.

International coverage² – Technical support is available if accidental damage occurs while traveling.

Coverage for everyday accidents and high-risk situations

This program picks up where the standard warranty leaves off. Available in 1-5 year terms to coincide with the term of your Dell limited hardware warranty, the service allows you to customize coverage based on the needs of your business usage environment.

In the event that a system is accidentally damaged, you simply contact Dell directly. After we identify the cause and extent of damage, we provide the repair services needed to get the equipment back in working order. If necessary, we can also provide certified data destruction and disk disposal services to help you meet compliance requirements.



Examples of accidental damage where the hardware unit would be repaired or replaced include:

- Liquid spilled on or in the unit
- Drops, falls and other collisions
- Electrical surges
- Damage or broken LCD due to a drop

Examples of damage where the hardware unit would not be repaired or replaced include:

- Damage due to fire or natural disasters
- Intentional damage
- Normal wear& tear
- Cosmetic damage
- Theft
- Consumable parts (ex. bulbs, toner)

¹ Dell Accidental Damage Service is only available during the term for Dell's limited hardware warranty and 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. Limit of 1 qualified incident per contract year. For complete details, visit Dell.com/servicecontracts

² Claims outside the country in which the contract is limited to a reasonable effort basis and may not be available to all customers. International support for Australia is limited to New Zealand, Singapore, Malaysia, Thailand, Taiwan, South Korea, India, and Hong Kong. In addition, out of country support will not include whole unit replacements.

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

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