

Below we have gathered the most frequently asked questions by our customers. Should you not find the answer to what you are looking for, we have added our contact information at the bottom of this page. Don't hesitate to contact us, we are here for you.

Q: Who is eligible?

As an employee, the first step is to find out if your employer is a registered Dell customer. You can do this by either contacting your manager, your HR department or your IT department.

Once you have established that your organization is eligible for the programme, ask them to contact their Dell account manager. Alternatively, your organization can also send the Dell Advantage team an email to UKI_VIP@dell.com and they will help you get started.

Q: What discount can I expect?

By joining the Dell Advantage for Employee programme, your organization gave you access to unique discounts on selected consumer products and other special promotions - all year round.

You are now entitled to 10% off Dell Consumer hardware and up to 20% off Dell Accessories (Software and Peripherals) via voucher code on the 'For Home' section of your local Dell online store.

If you opt-in during the purchase process Dell may also contact you with occasional supplementary offers.

Q: Is there a minimum spend to get discount?

Yes, there is a minimum spend of €499 on systems and no minimum spend on accessories.

Q: Is there a maximum spend allowed per purchase?

No there is no limitation in terms of maximum spend.

Q: Is there a limit to the number of units I can purchase?

Yes, you can purchase only one unit per order.

Q: There is a discount code live on the Dell site, can I use this on top of the Advantage for Employees voucher code?

No, additional discounts cannot be used in conjunction with the programme voucher codes, however, the voucher code can be used where we offer money off on the Dell Site.

Q: Can I get a discount on accessories?

Yes, there is a discount available on Dell branded accessory products - up to 20% via our Accessories store.

Q: Can I use the voucher anywhere?

No, voucher codes are country specific and in line with the discount offered in the country the voucher was issued.

Also vouchers codes are redeemable only on the online store Dell.ie

If you are not located in the headquarter and work in another location, contact your organization to provide a voucher for the local Dell store. See eligible countries.

Q: What countries are eligible?

United Kingdom; Switzerland; Spain; Netherlands; Italy; Ireland; Germany; France; Belgium;

Q: How do I get a voucher code for this offer?

As an employee, the first step is to find out if your organization is a registered Dell customer. You can do this either by contacting your manager, your HR department, or your IT department.

If the Advantage for Employees programme has been activated, the person nominated by your

organization to manage the internal offer will send you the voucher codes.

Q: Can I share this offer with my colleagues?

Of course! Go ahead and share this fantastic offer. All of your colleagues are eligible for a 10% discount. Share the love.

Q: Do I need to renew my Membership

You can purchase one product every year as long as your organization is renewing the FREE membership.

Placing an order

Q: How do I make a purchase?

Please go to the Dell website at <http://www.dell.ie/> and click on For Home. Select the product(s) you wish to purchase, add to your basket, and then enter the Voucher Code you received in your welcome email.

You can use both your Accessories and Hardware codes on one order, however, as above no other codes can be used in conjunction with each other.

Q: Can I pay with a non-Irish credit card?

No. Your credit card has to be issued in the country where you are making your purchase.

Q: What payment methods are available to me?

You are given the option of PayPal, or Visa or MasterCard.

Q: Is Dell able to provide personal leasing or financing payment options through the programme?

No, full details of all payment options are available on our website as above.

Q: If I place my order online, when will I receive order confirmation?

As soon as you submit an order, you will receive an Internet Receipt Number (IRN). This is sent automatically and gives a reference number you can use to address any queries with your order, before you receive formal order confirmation and number. The formal order confirmation will usually be sent within 1-2 days of submitting your order.

Q: Is the discount considered as a Benefit in kind?

Employees of certain countries have tax obligations on certain discounted purchases. Please check with your payroll team for detail about the taxation on your Employee discount purchase value.

Delivery, Cancellations and Returns

Q: What are the lead-times for delivery?

The same as Dell's standard delivery lead-times, please check the website.

Q: Do I need to pay for shipping costs?

No, Shipping is free

Q: Can I have my order shipped to a different address?

No. Your shipping address and billing address must be the same. This is to prevent fraud and protect

you as a customer.

Support

Q: What post-sales support is offered?

You have access to the standard Dell country customer care and technical support telephone queues for Home Customers.

Q: My voucher code does not work

The following reasons could explain why a voucher does not work:

- You did not select a Consumer product i.e. click on Home tab in the local store.
- You are not shopping in the local store. Vouchers are country specific.
- Your order is not reaching the minimum amount to be spent to avail the offer.
- The voucher code has expired. Voucher codes expire at the end of the calendar year and need to be extended at no cost by your organization.

Contact

If you have any questions about Dell Advantage for Employees and how it works, please send an email to Dell_Advantage_UK1@Dell.com.

For order related questions (delivery, payment, missing or wrong items), please click [here](#).

For technical support issues, please [click here](#).