Evaluate Vendor Support Web Sites

Select three or more support Web sites from among the following hardware vendors:

Apple (www.apple.com/support/hardware)

Dell (support.dell.com)

Gateway (support.gateway.com/support/default.asp)

Hewlett-Packard (www8.hp.com/us/en/support-drivers.html)

Lenovo (consumersupport.lenovo.com)

Sony (esupport.sony.com/perl/select-system.pl)

Toshiba (www.csd.toshiba.com/cgi-bin/tais/su/su\_sc\_home.jsp)

Step 1:

I have selected Apple, Dell, Hewlett-Packard

Step 2:

Apple

A well-known manufacturer of hardware and software, Apple is best recognised for its line of personal computers, the iPod, and its creative product marketing techniques. The first widely used personal computer featuring a graphical user interface was the Macintosh, which was released in 1984. (GUI).

Apple creates the operating system, many applications, and hardware, making their devices really integrated systems. Additionally, only AppleCare products offer one-stop service and support from Apple professionals, so the majority of problems can be fixed with a single call.

Apple provides a number of tools to make using your Apple product easier. Consult the user guides or electronic documentation that came with your product when you need help. Apple's ground-breaking touchscreen help system is another option. You have access to these resources every day of the week, 24 hours a day.

Software support, direction, and technical consulting services can all be obtained from Apple Authorised Resellers. Numerous retailers also function as Apple Authorized Service Providers, offering hardware repair services using genuine Apple parts. For an Apple's name Authorized Reseller or Service Provider

Dell

Dell sells equipment made by various manufacturers, including personal computers (PCs), servers, data storage units, network switches, software, computer peripherals, HDTVs, cameras, and printers. The business is renowned for the way it handles electronic commerce and its supply chain. This includes Dell providing the clients' desired PCs and conducting direct customer sales. Prior to purchasing Perot Systems in 2009, Dell was a solely hardware supplier. Then Dell began offering IT services. The business now aims to transition from providing computers as its sole product to providing a variety of technology for enterprise clients after expanding its storage and networking systems.

The services term purchased for each item included in your Customer Quote specifies the services provided for Supported Products, whether they are covered by an original equipment manufacturer ("OEM") warranty or not, throughout the Coverage Period.

24/7 telephone assistance

Options for On-Site Services (next Business Day on-site support or - 4-hour on-site support, available 24x7).

Any day that is not a Saturday, Sunday, public holiday, bank holiday, or other day with special regard is referred to as a "business day." Direct telephone contact to analysts for troubleshooting support of hardware issues as defined in this Service Description is available twenty-four (24) hours per day, seven (7) days per week (including holidays).

As required and in accordance with the level of service purchased as specified in your customer quote, on-site dispatch of a technician and/or service parts to the customer's place of business for repairs and resolution required to return a Supported Product to working order.

Remote assistance for troubleshooting typical support issues, where available and with the customer's permission.

Supported Products: This Service is accessible on a limited number of non-Dell EMC and Dell EMC EOL systems that are configured normally. Your customer quote lists the Supported Products in a standard configuration that are covered by this service description; however, software and accessories are not covered by this service. For each Supported Product, the Customer must acquire a separate service contract (for example, the printer connected to an eligible system is not covered unless the printer has its own separate support contract). The "Service Tag" or another designated serial number (the OEM serial number) will be used to identify each Supported Product. Depending on the location, other items may be included in this service description or added to the list of supported products.

If applicable, in accordance with the Change Control Process, region, or language. To learn more about the Supported Products for this Service, speak with your Dell EMC sales representative.

Hewlett-Packard

The Hewlett-Packard Company, also known as HP or Hewlett-Packard, was a global American company that specialised in information technology with headquarters in Palo Alto, California.

Depending on your location, service levels and response times may change. Service begins the day after hardware is purchased. There are limitations and restrictions. To learn more, go to www.hp.com/go/cpc. The appropriate HP terms and conditions of service, which were disclosed to the customer or made clear to them at the time of purchase, govern HP services. The HP terms and conditions of service or the HP Limited Warranty included with your HP Product have no bearing on any additional legal rights the customer may have under any applicable local laws.

There are separate sales for HP Care Pack Services. Depending on your location, HP Care Pack service levels and response times may change. There are limitations and restrictions. Service begins on the day that the hardware is bought. To learn more, go to www.hp.com/go/cpc. The appropriate HP terms and conditions of service, which were disclosed to the customer or made clear to them at the time of purchase, govern HP services. According to applicable local laws, the customer may also be entitled to additional legal protections; these protections are unaffected by the HP terms and conditions of service or the HP Limited Warranty that comes with your product.