


Dell Service Tag: 4JQQMJ3 [Case Number : 162252190/Service Request: 1122895049] [ref: _00D0bGaMp._5006PBEMA7:ref]

Dell Tech Support <technical_support@help.dell.com>
To: "bhavadip2004@gmail.com" <bhavadip2004@gmail.com>

14 February 2023 at 13:38

 User-added image

Your Case Number

162252190

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Dear bhadaliya bhavadip,

Service Tag: 4JQQMJ3
Case Number: 162252190

Greetings from Dell.
This is in reference to the discussion you had with Dell Technical Support
Mentioned below are the offers:

Description	Price ex GST	GST	Price incl. GST
1 Year Basic Hardware Services	₹ 3,177.12	₹ 571.88	₹ 3,749.00
2 Year Basic Hardware Services	₹ 3,600.85	₹ 648.15	₹ 4,249.00
1 Year Premium Support	₹ 4,660.17	₹ 838.83	₹ 5,499.00
2 Year Premium Support	₹ 5,507.63	₹ 991.37	₹ 6,499.00
1 Year Premium Plus	₹ 6,355.09	₹ 1,143.92	₹ 7,499.00
2 Year Premium Plus	₹ 9,744.92	₹ 1,754.09	₹ 11,499.01

1. The Basic warranty gives you a coverage of all the technical issues been faced in the Hardware components. Excluding Software support, Battery and Damages

Please find the coverage of all 3 types of warranty mentioned in briefly below:

- 1> Basic- It covers all hardware parts except battery. (Damages Excluded)
- 2> Premium - Hardware Parts + Software Support (Except Battery) (Damages Excluded)
- 3> Premium Plus - Hardware + Software+ Accidental Coverage (Once in a year)(Except Battery)

You can reply back to the mail stating "I Agree" if you agree with the quotation.
Kindly do not change the Subject Line of the Email while replying back to the mail stating "I Agree" or for any kind of further communication with us.
Once we have received your response, we will reply back to you by email or through phone in 48 business hours.

1. Warranty extension will be determined after the re certification done by the onsite technician.
2. We will send the onsite technician who will examine and confirm the system functionality. Basis on which the warranty would be extended.
3. The quote is valid for 7 days or till the warranty expires whichever is earlier.
4. The quoted charges are for Next/Second Business Day support (8x5 - Monday to Friday) as per the support in the respective area and current local authorities Covid-19 guidelines.
5. Once the current hardware/parts problem is replaced, defective to be returned back.
6. Only DELL hardware products/components are supported.
7. All sales are subject to Dell's Terms and Conditions of Sale, Service and Technical Support ("Terms and Conditions"), copies of which are available on http://www.dell.com/downloads/ap/services/Consumer_In_Home_Service.pdf
8. Dell uses and Customer expressly authorizes the use of new and reconditioned parts made by various manufacturers in performing warranty repairs
9. Dell can support hardware only up to 3 years (Inspiron) or 3 years (XPS & Alienware) from date of manufacture/shipment.
10. Batteries and other consumables are not covered under warranty.
11. After receipt of commercially clear of PAYMENT, it would take up to 7 working days to provide the service.
12. Payment Terms: 100% in advance (Options below) and Non-Refundable.
 1. In Case of Refund, ₹2301/- will be deducted for engineer visit.
13. Accidental damage claims will be covered only under premium support plus/ accidental damage warranty and can be claimed once in a 12-month contract period
14. Customers must wait 30 days from the date of purchase of premium support plus/accidental damage warranty to claim any accidental damage.

Payment options:

Electronic Funds Transfer (EFT) / Cash Deposit to Electronic Funds Transfer (EFT) / Cash Deposit / IMPS / UPI

*****NOTE: For any Payment Option you choose, it is Mandate to fill the Authorization Letter & share the same with us.*****

Credit / Debit Card Payment

Credit Card Payment can be made through our payment gateway for which the link can be shared by the representative post sharing the Authorization Letter.

.Electronic Funds Transfer (EFT) / Cash Deposit

Please find the Beneficiary & Bank Details Below:

Beneficiary Account Name	Dell International Services India Pvt. Ltd
Account #	0035439005
Account Type	Current Account
Bank Name	CITIBANK NA
Swift Code	CITIINBX
MICR #	560037002
IFSC code (for RTGS)	CITI00000004

In Case of EFT, Once the Transaction is done please send us the Transaction ID with the Screenshot of the transaction with following Details:

1. UTR No Or Reference No
2. Date of Transfer
3. Account Holder Name
4. Amount Transferred
5. Customer Name
6. Name of the Bank

In Case of Cash Deposit, Once the Payment is done please send us the scanned copy of the Deposit Receipt.

NOTE:

- 1. Diners and RuPay Cards not accepted.
- 2. Cheque or Demand Draft(DD) not accepted.

For the protection and security of your Credit Card information, Dell requests that you DO NOT send any Credit Card information through either Email or Fax.

Note: For warranty quotations, where tag has not been transferred, please write an email to apac_tag_transfer@dell.com for the transfer of the system to the India database.

Our SLA for any email replies will be 24 hours. Mon – Fri 9 a.m. to 6 p.m.

Thank you for choosing Dell.

Azim Shaikh
 | Technical Support

In case you are not happy with the support kindly write to ITS.Consumer.Feedback@dell.com

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- [How to Reset Windows 10 to Factory Settings](#)
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