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Returns

Dell values its relationship with you, and offers you the option to return most products you purchase directly from Dell. You may return eligible products for a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees, as set forth in detail below.

POLICY

30-Day Return Period for Certain Hardware, Software Products and Accessories:

Except as provided below, all hardware, accessories, peripherals, parts may be returned to Dell up to 30 days from the date on the packing slip or invoice for a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees and taxes if already paid.

Any product returned to Dell **without prior authorization** from Dell will be considered an **unauthorized** return, and the customer will not receive credit for the product and Dell will not ship the product back to you.

Refunds or exchanges for defective merchandise can be made within **30 days** of receipt of the merchandise.

FEES:

Unless the product is defective or the return is a direct result of a Dell error, the refund or credit does not include any shipping and handling charges shown on your packing slip or invoice; you are responsible for those and for any damages incurred during the return shipment.

THE REFUND OR CREDIT IS ALSO SUBJECT TO A FIFTEEN PERCENT (15%) RETURN ADMINISTRATIVE FEE OF THE PURCHASE PRICE PAID PLUS ANY APPLICABLE SALES TAX UNLESS OTHERWISE PROHIBITED BY LAW.

From time to time Dell may advertise an easy returns program that does not include an administration fee for Home and Home Office consumer customers, in which case, there will be no administrative fee in those instances. Notwithstanding the foregoing, all television returns are subject to a fifteen percent (15%) restocking fee.

If you are an organization that bought the products under a separate written agreement with Dell, the agreement may contain different terms for the return of products than specified by this policy.

PROCEDURE

Before returning a product, you must first contact Dell Customer Service and obtain a Credit Return Authorization (CRA) number before the end of the applicable return period. Dell will not accept returns without a CRA number. HOME and HOME OFFICE customers must call Dell Customer Service at 800-847-4096 and BUSINESS and PUBLIC SECTOR customers must call Dell Customer Service at 800-387-5757 .

Any product returned to Dell **without prior authorization** from Dell will be considered an **unauthorized** return, and the customer will not receive credit for the product and Dell will not ship the product back to you.

Within 5 days of the date that Dell Customer Service issues the Credit Return Authorization number, you must ship the product to Dell in strict compliance with the following:

- Ship back all products you are seeking to return to Dell and for which you received a CRA number. For partial returns, your credit may be less than the invoice or individual component price due to bundled or promotional pricing or any unadvertised discounts or concessions.
- Return the products in their original packaging, in as-new condition, along with any media, documentation, and any other items that were included in your original shipment such as manuals, floppy disk(s), CD(s), power cables.
- Use the waybill provided by Dell Customer Service to ship the product back. If you are returning multiple items, you should have multiple and uniquely numbered waybills, one per each individually boxed item.
- Do not photocopy and use the same waybill multiple times on separately boxed items or this will impede and delay your credit

Note: Before you return the product to Dell, make sure to back-up any data on the hard drive(s) and on any other storage device in the product. Remove any and all confidential, proprietary, and personal information as well as removable media such as floppy disks, CDs, and PC Cards.

Dell is not responsible for any confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media that may be included with your return.

Upon receipt of your authorized and proper return, Dell will issue a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees and taxes subject to this policy.

EXCEPTIONS

DELL'S RETURN POLICY does not apply to the following commercial products which **may not be returned at any time**:

- Software may not be returned at any time, unless the software being returned is:
 1. Application software or operating systems installed by Dell on a returnable system which is being returned within the applicable return period; or

2. Media-based software that is unopened and still in its sealed package or, if delivered electronically, software that you have not accepted by clicking "I agree to these Terms and Conditions."
- **Dell EqualLogic™ and EqualLogic-branded products, Dell |EMC, EMC and VCE-branded products, Dell Compellent™ and Compellent-branded products, Dell KACE™ and KACE-branded products, Dell Force10™ and Force10-branded products, PowerVault ML6000 tape libraries, PowerVault DL and DR products, Dell SonicWALL™ and SonicWALL-branded products, Dell Wyse™ and Wyse-branded products, Dell Quest™, Quest™, ScriptLogic™ and VKernel™ branded products, Dell Software branded products, Dell Data Protection | Rapid Recovery and Dell Data Protection | Rapid Recovery branded products, Dell StatSoft and StatSoft-branded products, non-Dell-branded enterprise products, enterprise software, and customized products may not be returned at any time.**
 - Licenses purchased under any type of volume license agreement may be returned only with the express approval of the publisher, which in many circumstances will not be granted.

DELL'S RETURN POLICY does not apply to the following home use products which **may not be returned at any time**:

- **Video Gaming consoles and peripherals**
- **Video Games**
- **Personal use items** such as earphones and headsets unless package is unopened

Application software and operating systems that have been installed by Dell may be returned only if installed on a returnable system, and only if you return that system within the applicable return period.

Non Dell-branded Software and licenses may be returned only **with the express approval** of the publisher, which in many circumstances will not be granted.

With proper authorization, you may return software for a refund or credit only if the sealed package containing the CD(s), DVD or Activation Code is unopened.

For customers who want to return, for refund or credit only, either application or operating system software that has been installed by Dell, **the whole system must be returned**, along with any media and documentation that may have been included in the original shipment.

Retail and Reseller Products: Products purchased from a Retailer or Reseller (i.e. not from Dell directly) are governed by the return and exchange policies of the Retailer or Reseller where you purchased the products.

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