

2. Contactar al Soporte Técnico de Dell. Usted tiene la opción de usar el método de contacto que prefiera ya sea e-mail, chat o teléfono. Las opciones de contacto aparecen en la página web de soporte de Dell. (Los números de soporte para la región pueden ser encontrados al final de este documento. Para ver la lista actual, usted puede visitar esta página www.dell.com/support/home).
3. Tener disponible la siguiente información, para ser proporcionada al agente de soporte técnico: a. Datos del Usuario Final incluyendo lugar y fecha de compra del producto. b. Etiqueta de Servicio de la máquina o en su defecto el Código de Servicio Express. c. Las características del defecto.
4. Dependiendo del tipo de soporte que usted haya adquirido (no todos los tipos de garantía están disponibles en todos los países y/o ciudades), el soporte técnico de Dell le dará las instrucciones del caso para determinar si el problema está cubierto por la garantía de hardware y si se requiere el reemplazo de partes. El agente de Dell realizará, con su ayuda, un diagnóstico del problema dándole instrucciones por teléfono o chat y de ser necesario conectándose remotamente (con su consentimiento) a su computadora.

Unidades Reemplazables por el Usuario Final. Si el técnico de Dell encuentra que la parte problemática de su equipo es fácil de desconectar y volver a conectar, como un teclado, un monitor, discos duros en portátiles o cualquier otro componente que pueda ser reemplazado por el Usuario Final, el Usuario Final puede recibir dichos componentes para instalarlos con la asistencia telefónica de Dell, sin que se traslade a un técnico de Dell a la ubicación del Usuario Final o sin que el equipo se envíe a la asistencia técnica autorizada de Dell, dependiendo de la forma en que se garantice el equipo.

Nota: El Usuario Final debe realizar una copia de seguridad de los datos en los discos duros del producto y en cualquier otro dispositivo de almacenamiento del producto, antes de recibir el servicio del técnico de Dell, incluso si este servicio se realiza solo de forma remota. El Usuario Final también será responsable de eliminar cualquier información confidencial, de propiedad o personal y medios extraíbles como tarjetas o dispositivos de almacenamiento, DVD/CD o tarjetas de PC antes de enviar un producto a un centro de reparación.

- (i) Enviar el equipo al Centro de Reparación indicada, así como retirar el equipo del Centro de Reparación tan pronto como se complete la reparación del producto.
- (ii) Enviar al Centro de Reparación, junto con el equipo, todos los componentes indicados por el técnico autorizado de Dell, como cable de alimentación y batería, entre otros.
- b. Asistencia Técnica mediante envío postal.** El técnico informará al Usuario Final que lleve el producto a una de las sucursales de la oficina postal. En caso de Servicio de Asistencia Técnica por Correo, el Usuario Final debe:
- (i) Conservar el embalaje original del equipo. Si el Usuario final no tiene el embalaje original del producto, el Usuario final deberá proporcionar otro embalaje adecuado para enviar el producto por correo postal.
- (ii) Reenviar junto con el equipo, todos los componentes indicados por el técnico autorizado de Dell, como cable de alimentación y batería, entre otros.
- c. Servicio a Domicilio.** El agente de Dell le dará instrucciones para atender la visita de un técnico autorizado de Dell en su domicilio o lugar de trabajo. En caso de Servicio a Domicilio, el Usuario Final debe:

- (i) Proporcionar al personal técnico de Dell acceso al producto y software relacionados con la reclamación. En caso de que existan restricciones de seguridad que se apliquen a alguno o a todos los sistemas del Usuario Final que necesiten recibir asistencia técnica en virtud de esta garantía contractual, Dell podrá solicitar al Usuario Final que éste tome las medidas necesarias para permitir a Dell ofrecer la asistencia técnica adecuada, sin comprometer la seguridad, integridad y confidencialidad de cualquier información que esté almacenada en el equipo y/o en cualquier software del Usuario Final.
- (ii) Notificar a Dell sobre cualquier peligro potencial relativo a la seguridad o salud que pueda existir en el lugar en donde se ofrecerá el apoyo técnico al Usuario Final, así como proporcionar y/o recomendar procedimientos de seguridad a seguir, en caso de que éstos fueran aplicables.
- (iii) Proporcionar, en caso de que fuera necesario y sin ningún cargo para Dell, un lugar de trabajo adecuado y acceso a los medios de comunicación que sean necesarios para la ejecución del servicio.

- (iv) Garantizar la presencia de una persona responsable durante la ejecución del servicio.
- (v) Proveer, sin costo para Dell, los medios de grabación y almacenaje, incluyendo cintas y discos magnéticos necesarios para la ejecución de los servicios, así como aparatos de comunicación de datos (teléfonos) y líneas telefónicas y/o conexiones de red cuando fueran necesarias para la ejecución del servicio a distancia por vía electrónica (accesos electrónicos remotos).

DISPOSICIONES GENERALES

Dell no tendrá ninguna responsabilidad por la pérdida o recuperación de datos, software y otros programas contenidos en los productos de la marca Dell que resulte de los servicios ejecutados por un técnico autorizado por Dell.

Dell y sus proveedores de servicios autorizados no están autorizados a copiar materiales protegidos por derechos de autor ni a copiar o utilizar datos legales y, por lo tanto, Dell no es responsable de la infracción de los derechos de autor de los

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EXCLUSIONES

Los siguientes conceptos o eventos no están cubiertos por la garantía:

- Piezas consumibles, tales como baterías no recargables, bolsas, malletines, etc.;
- Si se ha eliminado o borrado cualquier número de serie o etiqueta de servicio de Dell;
- Programas de computación (software) y su reinstalación. El software de terceros está sujeto al plazo de garantía de los respectivos licenciantes;
- Limpiezas y reparaciones cosméticas o de desgaste resultante del uso normal de los productos;
- Daños causados por el mal uso, caídas, golpes, abuso, negligencia, impericia, imprudencia o vandalismo;
- Daños causados por almacenamiento o uso en condiciones distintas a las contenidas en las especificaciones;
- Daños causados por equipos que produzcan o induzcan interferencias electromagnéticas o por problemas en la instalación eléctrica en incumplimiento con las normas de seguridad eléctrica;
- Daños causados por programas de computación (software), accesos o productos de terceros adicionales a un producto comercializado por Dell después de haber sido enviado al Usuario Final, directamente por Dell;
- Daños causados por alteraciones al producto, intento de reparación o ajuste por terceros no autorizados por Dell;
- Omisión al realizar el mantenimiento preventivo cuando correspondiere;
- Daños causados por agentes de la naturaleza, como descargas eléctricas (rayos), inundaciones, incendios, derrumbes, terremotos etc.

- Nota:** La garantía tampoco será válida en caso de que la factura de compra presente raspaduras y/o alteraciones, tenga campos incompletos o vacíos en los artículos correspondientes a la fecha de compra y número de orden o de serie del producto, y/o que no esté confeccionada de acuerdo con la legislación vigente aplicable.

archivos que el propio usuario final pueda instalar directamente en los productos de la marca Dell.

Las disposiciones de estos Términos de garantía no excluyen ni afectan los derechos otorgados por ley al Usuario Final o cualquier otro derecho resultante de otros acuerdos celebrados entre el Usuario Final y Dell.

Dell y sus proveedores de servicios autorizados no están autorizados a copiar materiales protegidos por derechos de autor ni a copiar o utilizar datos legales y, por lo tanto, Dell no es responsable de la infracción de los derechos de autor de los

Latin America and the Caribbean, except Brazil

PLEASE READ THIS DOCUMENT CAREFULLY! IT CONTAINS VERY IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU AND TO THE PRODUCT YOU HAVE PURCHASED.

Important Notice

If you purchased this product directly from Dell, this purchase is subject to and governed by Dell's Terms of Sale, which are available online at one of those links below, depending on your localization, unless you have a separate written agreement with Dell that specifically applies to your order.

Customer Location	Terms of Sale
Mexico	www.dell.com/mx/terminosycondiciones
Colombia	www.dell.com/co/terminosycondiciones
Chile	www.dell.com/cl/terminosycondiciones
Argentina	www.dell.com/ar/terminosycondiciones
Peru	www.dell.com/pe/terminosycondiciones
Puerto Rico	www.dell.com/pr/terminosycondiciones
Remaining Latam and Caribbean Countries	Select your country to find the specific Terms of Sale, then go to the Terms and Conditions section and select the applicable Terms of Sale

Your use of this product is deemed to be your acceptance of the Terms & Conditions and Warranty Terms. For the avoidance of doubt, to the extent that Dell is deemed under applicable law to have accepted an purchase by you: (a) Dell hereby objects to and rejects all additional or inconsistent terms that may be contained in any purchase order or other documentation submitted by you in connection with your order; and (b) Dell hereby conditions its acceptance on your assent that the foregoing terms and conditions shall exclusively control.

What if I Purchased a Service Contract?

If your service contract is with Dell or if you purchased a service contract through us with a third-party reseller, you may download or print it from Dell.com/servicecontracts/global.

1. If the product was purchased directly from Dell skip to step #2, otherwise you must perform the registration process: a. Connect to the Internet and visit the website for warranty registration: <https://www.dell.com/support/Assess-Online/Assess-Online/assessdt/Registration#/IdentifyServiceTag>. b. Select the language and country where I buy your computer and fill out the online form with the requested information. c. Once the form has been completed, click on "submit".

2. **Connect Dell Technical Support.** You may choose the contact method you prefer: e-mail, chat or phone. The contact options appear on the Dell support web page. (The support phone numbers for the region can be found at the end of this document; to see the up-to-date list, visit this page www.dell.com/support/home).

3. Have the following information available to be provided to the support agent: a. Customer data including place and date of purchase, b. Service Label of the machine or failing that the Code of Express Service, c. Symptoms at the time of defect.

4. Depending on the warranty service you have purchased (not all warranty types are available in all countries and/or cities), Dell Technical Support will provide you with instructions on the case to determine if the problem is covered by the hardware warranty and if parts replacement is required. Dell's agent will, with your help, diagnose the problem by giving you instructions over the phone, e-mail or chat and, if necessary, by remotely connecting (with your consent) to your computer.

Below are listed the different types of technical assistance available

a. Service on Authorized Service Center. The technician will inform you of the service centers that are available in your city. You must:

(i) Forward the equipment to the Service Center, as well as remove the equipment from the Service Center as soon as the repair of the product is complete.

(ii) Forward to the Service Center, along with the equipment, all components indicated by the authorized Dell technician, such as power cord and battery, among others.

b. Mail Service. The technician will inform the End User to take the product to one of the branches of the post office. In the case of Technical Assistance Service by Mail, the End User must:

(i) Keep the original equipment box. If the End User shall not have the original packaging of the product the End User must provide for its own risk another packaging suitable for the shipment of the products by the post office.

(ii) Forward with the product, all components indicated by the authorized Dell technician, such as power cord and battery, among others.

c. In Home Service. Dell's agent will instruct you to attend a visit by an authorized Dell technician at your home or workplace.

(i) Provide Dell's technical representatives access to the software and products associated with the claim. If there are safety restrictions that can be applied to any or all of the customer's systems in need of technical support covered by this contractual warranty, Dell may request for the customer to take any necessary measures that will allow Dell to provide the appropriate technical support without compromising the safety, integrity and confidentiality of any information or data stored in the computer and/or in any of the customer's software.

(ii) Notify Dell about any potential safety or health risk in the location where the customer will receive technical support and provide and/or recommend safety procedures to be followed whenever applicable.

(iii) When necessary, provide an appropriate workplace and access to any communication media considered necessary to provide the service, at no cost to Dell.

EXCLUSIONS

The following concepts or events are not covered by this warranty:

- Consumer goods, such as non-rechargeable batteries, bags, briefcases, etc.;
- Products with missing or altered service tags or serial numbers
- Computer programs (software) and their reinstallation. Third party software is subject to the warranty term of the respective licensor;
- Cleaning and repair operations associated with the look or worn-down appearance resulting from normal use of the products;
- Damages caused by improper use, falls, blows, abuse, negligence, incompetence, carelessness, or vandalism;
- Damages caused by the storage or use under conditions other than those indicated in the specifications;
- Damages caused by computers that generate or prompt electromagnetic interference or by any electrical installation problem in noncompliance with electrical safety regulations.
- Damages caused by computer programs (software), accessories, or Third-party products incorporated to a product sold by Dell after it's been sent to the end user directly from Dell;
- Damages due to product tampering, repair attempts, or adjustments made by a third party not authorized by Dell;
- Failure to perform preventive maintenance if applicable.
- Damages caused by nature, such as electrical discharges (lightning), floods, fires, landslides, earthquakes, etc.

Nota: The warranty will also be invalidated where the purchase invoice shows evidence of scrapes and/or alterations, has incomplete or empty fields in sections related to the purchase date, and the product order or serial number, and/or is not prepared according to current applicable law.

GENERAL PROVISIONS

Dell will have no responsibility for the loss or recovery of data, software, and other programs contained in Dell-branded products as a result of service performed by an authorized Dell technician.

Dell and its authorized service providers may not copy copyrighted materials or copy or use illegal data, and therefore Dell is not responsible for copyright infringement of files that End User may install directly on Dell products.

This Warranty Term does not exclude or affect the rights granted by law to the End User or any other rights resulting from other agreements entered between End User and Dell.

Dell World Trade LP
One Dell Way, Round Rock, TX 78682, USA

Dell Colombia Inc.
Carrera 7 #113-43 Oficina 1401, Bogotá, Colombia

Dell México, S.A. de C.V.
Av. Javier Barros Sierra, No 540, Piso 10, Col. Lomas de Santa Fe, Delegación Álvaro Obregón, Ciudad de México, C.P. 01219, R.F.C.: DME9204099R6

Dell América Latina Corp., Branch in Argentina
Juana Manso 1069, Piso 4º, Ciudad de Buenos Aires (C1107CBU), Argentina, C.U.I.T. 30-70719842-3.

Dell Computer de Chile Ltda.
Avenida El Bosque Norte N° 211, Piso 7, Las Condes, (7550092) Santiago, Chile

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(ii) Notify Dell about any potential safety or health risk in the location where the customer will receive technical support and provide and/or recommend safety procedures to be followed whenever applicable.

(iii) When necessary, provide an appropriate workplace and access to any communication media considered necessary to provide the service, at no cost to Dell.

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The following concepts or events are not covered by this warranty:

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This Warranty Term does not exclude or affect the rights granted by law to the End User or any other rights resulting from other agreements entered between End User and Dell.

Dell World Trade LP
One Dell Way, Round Rock, TX 78682, USA

Dell Colombia Inc.
Carrera 7 #113-43 Oficina 1401, Bogotá, Colombia

Dell México, S.A. de C.V.
Av. Javier Barros Sierra, No 540, Piso 10, Col. Lomas de Santa Fe, Delegación Álvaro Obregón, Ciudad de México, C.P. 01219, R.F.C.: DME9204099R6

Dell América Latina Corp., Branch in Argentina
Juana Manso 1069, Piso 4º, Ciudad de Buenos Aires (C1107CBU), Argentina, C.U.I.T. 30-70719842-3.

Dell Computer de Chile Ltda.
Avenida El Bosque Norte N° 211, Piso 7, Las Condes, (7550092) Santiago, Chile

Dell Perú S.A.C.
Av. Circunvalación Golf Los Incas 170, Oficinas 2401 y 2402, Torre A, Santiago de Surco (15023), Lima, Perú.

Dell Perú S.A.C.
Av. Circunvalación Golf Los Incas 170, Oficinas 2401 y 2402, Torre A, Santiago de Surco (15023), Lima, Perú.

Dell Perú S.A.C.
Av. Circunvalación Golf Los Incas 170, Oficinas 2401 y 2402, Torre A, Santiago de Surco (15023), Lima, Perú.

Dell Perú S.A.C.
Av. Circunvalación Golf Los Incas 170, Oficinas 2401 y 2402, Torre A, Santiago de Surco (15023), Lima, Perú.

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1. If the product was purchased directly from Dell skip to step #2, otherwise you must perform the registration process: a. Connect to the Internet and visit the website for warranty registration: <https://www.dell.com/support/Assess-Online/Assess-Online/assessdt/Registration#/IdentifyServiceTag>. b. Select the language and country where I buy your computer and fill out the online form with the requested information. c. Once the form has been completed, click on "submit".

2. **Connect Dell Technical Support.** You may choose the contact method you prefer: e-mail, chat or phone. The contact options appear on the Dell support web page. (The support phone numbers for the region can be found at the end of this document; to see the up-to-date list, visit this page www.dell.com/support/home).

3. Have the following information available to be provided to the support agent: a. Customer data including place and date of purchase, b. Service Label of the machine or failing that the Code of Express Service, c. Symptoms at the time of defect.

4. Depending on the warranty service you have purchased (not all warranty types are available in all countries and/or cities), Dell Technical Support will provide you with instructions on the case to determine if the problem is covered by the hardware warranty and if parts replacement is required. Dell's agent will, with your help, diagnose the problem by giving you instructions over the phone, e-mail or chat and, if necessary, by remotely connecting (with your consent) to your computer.

Below are listed the different types of technical assistance available

a. Service on Authorized Service Center. The technician will inform you of the service centers that are available in your city. You must:

(i) Forward the equipment to the Service Center, as well as remove the equipment from the Service Center as soon as the repair of the product is complete.

(ii) Forward to the Service Center, along with the equipment, all components indicated by the authorized Dell technician, such as power cord and battery, among others.

b. Mail Service. The technician will inform the End User to take the product to one of the branches of the post office. In the case of Technical Assistance Service by Mail, the End User must:

(i) Keep the original equipment box. If the End User shall not have the original packaging of the product the End User must provide for its own risk another packaging suitable for the shipment of the products by the post office.

(ii) Forward with the product, all components indicated by the authorized Dell technician, such as power cord and battery, among others.

c. In Home Service. Dell's agent will instruct you to attend a visit by an authorized Dell technician at your home or workplace.

(i) Provide Dell's technical representatives access to the software and products associated with the claim. If there are safety restrictions that can be applied to any or all of the customer's systems in need of technical support covered by this contractual warranty, Dell may request for the customer to take any necessary measures that will allow Dell to provide the appropriate technical support without compromising the safety, integrity and confidentiality of any information or data stored in the computer and/or in any of the customer's software.

(ii) Notify Dell about any potential safety or health risk in the location where the customer will receive technical support and provide and/or recommend safety procedures to be followed whenever applicable.

(iii) When necessary, provide an appropriate workplace and access to any communication media considered necessary to provide the service, at no cost to Dell.

EXCLUSIONS

The following concepts or events are not covered by this warranty:

- Consumer goods, such as non-rechargeable batteries, bags, briefcases, etc.;
- Products with missing or altered service tags or serial numbers
- Computer programs (software) and their reinstallation. Third party software is subject to the warranty term of the respective licensor;
- Cleaning and repair operations associated with the look or worn-down appearance resulting from normal use of the products;
- Damages caused by improper use, falls, blows, abuse, negligence, incompetence, carelessness, or vandalism;
- Damages caused by the storage or use under conditions other than those indicated in the specifications;
- Damages caused by computers that generate or prompt electromagnetic interference or by any electrical installation problem in noncompliance with electrical safety regulations.
- Damages caused by computer programs (software), accessories, or Third-party products incorporated to a product sold by Dell after it's been sent to the end user directly from Dell;
- Damages due to product tampering, repair attempts, or adjustments made by a third party not authorized by Dell;
- Failure to perform preventive maintenance if applicable.
- Damages caused by nature, such as electrical discharges (lightning), floods, fires, landslides, earthquakes, etc.

Nota: The warranty will also be invalidated where the purchase invoice shows evidence of scrapes and/or alterations, has incomplete or empty fields in sections related to the purchase date, and the product order or serial number, and/or is not prepared according to current applicable law.

GENERAL PROVISIONS

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