Warranties

Hardware Limited Warranties
Tape Media Limited Warranty

Introduction

Dell-branded hardware products come with either a 90-day limited warranty, a one-year limited warranty, a two-year limited warranty, a three-year limited warranty, or a four-year limited warranty. The information below is a description of Dell's 90-day, one-year, two-year, three-year, and four-year limited warranties for systems purchased in the United States. The limited warranty covering your system will be noted on your invoice and included in the documentation accompanying your system.

NOTE: This information applies to the United States only, unless specifically stated otherwise.

90-Day Limited Warranty
One-Year Limited Warranty
Two-Year Limited Warranty
Three-Year Limited Warranty
Four-Year Limited Warranty
"Total Satisfaction" Return Policy

90-Day Limited Warranty (United States Only)

Dell Computer Corporation ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is 90-days beginning on the date of invoice, as further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.
This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or DellWare™ products. Monitors, keyboards, and mice that are Dell branded or that are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those sold through the DellWare program) are not covered.

During the ninety-day period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer Technical Support within the limited warranty period. Refer to the chapter titled "Getting Help" or "Contacting Dell" in your documentation to find the appropriate telephone number for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or software.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty term is not extended.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or software.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty term is not extended.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's 90-day limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

One-Year Limited Warranty (United States Only)

Dell Computer Corporation ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials
and workmanship. The limited warranty term is one year beginning on the date of invoice, as
further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise,
this limited warranty does not cover damage due to external causes, including accident, abuse,
misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance
with product instructions, failure to perform required preventive maintenance, and problems
caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories:
software; external devices (except as specifically noted); accessories or parts added to a Dell
system after the system is shipped from Dell; accessories or parts added to a Dell system
through Dell's system integration department; accessories or parts that are not installed in the
Dell factory; or DellWare™ products. Monitors, keyboards, and mice that are Dell branded or that
are included on Dell's standard price list are covered under this limited warranty; all other
monitors, keyboards, and mice (including those sold through the DellWare program) are not
covered.

During the one-year period beginning on the invoice date, Dell will repair or replace products
returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer
Technical Support within the limited warranty period. Refer to the chapter titled "Getting Help" or
"Contacting Dell" in your documentation to find the appropriate telephone number for obtaining
customer assistance. If limited warranty service is required, Dell will issue a Return Material
Authorization Number. You must ship the products back to Dell in their original or equivalent
packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or
damage during shipment. Dell will ship the repaired or replacement products to you freight
prepaid if you use an address in the continental United States, where applicable. Shipments to
other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any
other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs,
or PC Cards. Dell does not accept liability for lost data or software.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made
by various manufacturers in performing limited warranty repairs and building replacement
products. If Dell repairs or replaces a product, its limited warranty term is not extended.

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HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO
JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN
HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED
WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT,
INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF
MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN
DURATION TO THE LIMITED WARRANTY PERIOD SET FORTH ABOVE AND NO
WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD.
SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN
IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS
LIMITED WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL
DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING
AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR
JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR
CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT
APPLY TO YOU.
These provisions apply to Dell's one-year limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

**One or Three-Year Limited Warranty for WebPC™, (United States Only)**

Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is one or three years (depending on your purchase) beginning on the date of invoice, as described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or DellWare products. Monitors, keyboards, and mice that are Dell-branded or that are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those sold through the DellWare program) are not covered.

**Limited Warranty Coverage for WebPC™ (United States Only)**

Dell will repair or replace products returned to Dell's facility during the applicable term of this limited warranty. To request limited warranty service, you must call Dell within the limited warranty period. See Chapter 5, "Contacting Dell," of your Dell WebPC User's Guide to find the appropriate telephone number for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization Number. Dell will provide shipping instructions for returning the products to Dell in their original or equivalent packaging at Dell's cost. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in the U.S. (excluding Puerto Rico and U.S. possessions). Shipments to other locations will be made freight collect.

*NOTE: Before you ship the product(s) to Dell, back up the data on the hard disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes or CDs. Dell does not accept liability for lost data or software.*

Dell owns all product it has replaced and all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, the original limited warranty term is not extended.

**General**

*THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD.*
SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions only apply to Dell's limited warranty for the Dell WebPC system you purchased. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract.

You accept full responsibility for your software and data. Dell is not required to advise or remind you of appropriate backup and other procedures.

Two-Year Limited Warranty (United States Only)

Dell Computer Corporation ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is two years beginning on the date of invoice, as further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (excepted as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or DellWare products. Monitors, keyboards, and mice that are Dell branded or that are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those sold through the DellWare program) are not covered. Product batteries for portable computers are covered only during the initial one-year period of this limited warranty.

Limited Warranty Coverage During Year One (United States Only)

During the one-year period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer Technical Support within the limited warranty period. Refer to the chapter titled "Getting Help" or "Contacting Dell" in your documentation to find the appropriate telephone number for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or software.
Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty term is not extended.

**Limited Warranty Coverage During Year Two (United States Only)**

During the second year of this limited warranty, Dell will provide, on an exchange basis and subject to Dell's Exchange Policy in effect on the date of the exchange, replacement parts for the Dell hardware product(s) covered under this limited warranty when a part requires replacement. You must report each instance of hardware failure to Dell's Customer Technical Support in advance to obtain Dell's concurrence that a part should be replaced and to have Dell ship the replacement part. Dell will ship parts (freight prepaid) if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect. Dell will include a prepaid shipping container with each replacement part for your use in returning the replaced part to Dell. Replacement parts are new or reconditioned. Dell may provide replacement parts made by various manufacturers when supplying parts to you. The limited warranty term for a replacement part is the remainder of the limited warranty term.

You will pay Dell for replacement parts when the replaced part is not returned to Dell. The process for returning replaced parts, and your obligation to pay for replacement parts if you do not return the replaced parts to Dell, will be in accordance with Dell's Exchange Policy in effect on the date of the exchange. You will pay Dell for replacement parts when the replaced part is not returned to Dell. If Dell elects to exchange a system or component, the exchange will be made in accordance with Dell's Exchange Policy in effect on the date of the exchange. In any instance in which Dell issues a Return Material Authorization Number, Dell must receive the product(s) for repair prior to the expiration of the limited warranty period in order for the repairs to be covered by the limited warranty.

You accept full responsibility for your software and data. Dell is not required to advise or remind you of appropriate backup and other procedures.

**General**

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's two-year limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

**Three-Year Limited Warranty (United States Only)**
Dell Computer Corporation (“Dell”) manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is three years beginning on the date of invoice, as further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or DellWare products. Monitors, keyboards, and mice that are Dell branded or that are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those sold through the DellWare program) are not covered. Product batteries for portable computers are covered only during the initial one-year period of this limited warranty.

**Limited Warranty Coverage During Year One (United States Only)**

During the one-year period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer Technical Support within the limited warranty period. Refer to the chapter titled “Getting Help” or “Contacting Dell” in your documentation to find the appropriate telephone number for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect.

*NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or software.*

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty term is not extended.

**Limited Warranty Coverage During Years Two and Three (United States Only)**

During the second and third years of this limited warranty, Dell will provide, on an exchange basis and subject to Dell's Exchange Policy in effect on the date of the exchange, replacement parts for the Dell hardware product(s) covered under this limited warranty when a part requires replacement. You must report each instance of hardware failure to Dell's Customer Technical Support in advance to obtain Dell's concurrence that a part should be replaced and to have Dell ship the replacement part. Dell will ship parts (freight prepaid) if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect. Dell will include a prepaid shipping container with each replacement part for your use in returning the replaced part to Dell. Replacement parts are new or reconditioned. Dell may provide replacement parts made by various manufacturers when supplying parts to you. The limited warranty term for a replacement part is the remainder of the limited warranty term.
You will pay Dell for replacement parts when the replaced part is not returned to Dell. The process for returning replaced parts, and your obligation to pay for replacement parts if you do not return the replaced parts to Dell, will be in accordance with Dell's Exchange Policy in effect on the date of the exchange. You will pay Dell for replacement parts when the replaced part is not returned to Dell. If Dell elects to exchange a system or component, the exchange will be made accordance with Dell's Exchange Policy in effect on the date of the exchange. In any instance in which Dell issues a Return Material Authorization Number, Dell must receive the product(s) for repair prior to the expiration of the limited warranty period in order for the repairs to be covered by the limited warranty.

You accept full responsibility for your software and data. Dell is not required to advise or remind you of appropriate backup and other procedures.

**General**

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's three-year limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

**Four-Year Limited Warranty (United States Only)**

Dell Computer Corporation ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is four years beginning on the date of invoice, as further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or DellWare products. Monitors, keyboards, and mice that are Dell branded or that
are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those sold through the DellWare program) are not covered. Product batteries for portable computers are covered only during the initial one-year period of this limited warranty.

**Limited Warranty Coverage During Year One (United States Only)**

During the one-year period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer Technical Support within the limited warranty period. Refer to the chapter titled "Getting Help" or "Contacting Dell" in your documentation to find the appropriate contact information for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in the continental U.S., where applicable. Shipments to other locations will be made freight collect.

*NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or software.*

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty term is not extended.

**Limited Warranty Coverage During Years Two, Three, and Four (United States Only)**

During the second, third, and fourth years of this limited warranty, Dell will provide, on an exchange basis and subject to Dell's Exchange Policy in effect on the date of the exchange, replacement parts for the Dell hardware product(s) covered under this limited warranty when a part requires replacement. You must report each instance of hardware failure to Dell's Customer Technical Support in advance to obtain Dell's concurrence that a part should be replaced and to have Dell ship the replacement part. Dell will ship parts (freight prepaid) if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect. Dell will include a prepaid shipping container with each replacement part for your use in returning the replaced part to Dell. Replacement parts are new or reconditioned. Dell may provide replacement parts made by various manufacturers when supplying parts to you. The limited warranty term for a replacement part is the remainder of the limited warranty term.

You will pay Dell for replacement parts when the replaced part is not returned to Dell. The process for returning replaced parts, and your obligation to pay for replacement parts if you do not return the replaced parts to Dell, will be in accordance with Dell's Exchange Policy in effect on the date of the exchange. If Dell elects to exchange a system or component, the exchange will be made according with Dell's Exchange Policy in effect on the date of the exchange. In any instance in which Dell issues a Return Material Authorization Number, Dell must receive the product(s) for repair prior to the expiration of the limited warranty period in order for the repairs to be covered by the limited warranty.

You accept full responsibility for your software and data. Dell is not required to advise or remind you of appropriate backup and other procedures.

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These provisions apply to Dell's four-year limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

"Total Satisfaction" Return Policy (United States Only)

If you are an end-user customer who bought new products directly from a Dell company, you may return them to Dell within 30 days of the date of invoice for a refund or credit of the product purchase price. If you are an end-user customer who bought reconditioned or refurbished products from a Dell company, you may return them to Dell within 14 days of the date of invoice for a refund or credit of the product purchase price. In either case, the refund or credit will not include any shipping and handling charges shown on your invoice. If you are an organization that bought the products under a written agreement with Dell, the agreement may contain different terms for the return of products than specified by this policy.

To return products, you must call Dell Customer Service to receive a Credit Return Authorization Number. Refer to the chapter titled "Getting Help" in your system's troubleshooting documentation to find the appropriate telephone number for obtaining customer assistance. To expedite the processing of your refund or credit, Dell expects you to return the products to Dell in their original packaging within five days of the date that Dell issues the Credit Return Authorization Number. You must also prepay shipping charges and insure the shipment or accept the risk of loss or damage during shipment. You may return software for a refund or credit only if the sealed package containing the diskette(s) or CD(s) is unopened. Returned products must be in as-new condition, and all of the manuals, diskette(s), CD(s), power cables, and other items included with a product must be returned with it. For customers who want to return, for refund or credit only, either applications software or an operating system 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.

This "Total Satisfaction" Return Policy does not apply to items purchased from our Software & Peripherals division. For those items, please instead refer to the Software & Peripherals division's then-current return policy. The "Total Satisfaction" Return Policy also does not apply to Dell | EMC storage products.

Tape Media Limited Warranty

DELL COMPUTER CORPORATION ("DELL") ONE YEAR LIMITED WARRANTY

Dell warrants to you, the end-user customer, that this product will be free from defects in material and workmanship for one (1) year from the invoice date, if properly used and maintained. If this product proves defective in either material or workmanship, it will be replaced without charge if returned to Dell. You must first call our toll free number to get your return authorization. In the
U.S. call 800-822-8965. In Canada call 800-387-5757. If we are not able to replace the product because it has been discontinued or is not available, we will replace it with a comparable product. This warranty does not apply to failure of the product resulting from misuse, abuse, accident, neglect or mishandling, improperly adjusted or maintained drives, incorrect environments or wear from ordinary use.

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