

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.

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

Latin America and the Caribbean, except Brazil

Note: The version in Spanish will take precedence over the version in English for Argentina, Chile, Colombia, Peru, & México

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.

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

Warranty Terms – Latin América y el Caribe, except Brazil

WARRANTY

Dell guarantees to the End User, in compliance with the following provisions, that the electronic, mechanical and assembly components of their hardware product purchased by the End User will be defect free for a minimum period of 1 (one) year from the date of delivery to the End User, unless otherwise stated in Dell's Terms of Sales or an agreement signed by the Dell and the End User, as long as the conditions for the installation and proper use of the product are observed, with the exception of any items related to exceptions specifically shown hereby. For products purchased from authorized retailers or resellers, the limited hardware warranty begins on the date of the End User's original sales receipt. Any products about which justified claims are made will be, at Dell's discretion, repaired or replaced by Dell free of charge. Dell will own all parts removed from repaired products. Dell can use new or refurbished parts whose characteristics, quality, and technology are similar or better than those in the old parts, as long as the original specifications of the products remain the same.

TECHNICAL SUPPORT

To order a repair under warranty, the End User must contact Dell's Technical Support. The type of service for responding to a warranty claim may vary depending on the product and your selections at the time of purchase. If you have any questions about what type of warranty you have, you should check the warranty status on dell's support website. If you purchased the product through an authorized reseller/distributor, Dell will only provide the service when the End User has made the Transfer of Ownership ("Tag Transfer") as part of the online registration process. However, the warranty period will begin from the product's date of purchase shown on the purchase invoice or receipt and registration will be part of the support process if the End User has not done so prior to contacting Dell Technical Support. The steps to make a claim are:

- 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/Assets/Online/latam/en/bsbdt/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".

- 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).
- 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.

- 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:

- 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.
- 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:

- 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.
- 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.

- 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.

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

- (iv) Guarantee that a responsible party will be present during the performance of the service.
- (v) Provide, at no cost to Dell, any recording and storage media, including any necessary magnetic disks and tapes to perform the service, as well as any data communication devices (modems) and telephone lines and/or net connectors that are necessary to perform this remote service electronically (electronic remote access).

Units Replaceable by the End User. If the Dell technician finds that the problematic part of his or her computer is easy to disconnect and reconnect, such as a keyboard, monitor, hard drives in notebooks or any other component designated as a component that can be replaced by the End User, the End User may receive those components for installation with Dell telephone support, without a Dell technician being moved to the End User location or the equipment being sent to Authorized Service Center, depending on the equipment warranty form.

Note: The End User must back up data on the product hard drives and any other product storage devices prior to receiving service from Dell's technician, even if this service is performed only remotely. The End User will also be responsible for removing any confidential, proprietary, or personal information and removable media such as cards or storage devices, DVD / CDs or PC cards before sending a product to a repair center.

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.

Note: 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.

Col. Javier Barros Sierra, No 540, Piso 10, Av. 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 (C1107C8U), 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.

Pais/Country	Teléfono/Phone
Anguilla	U.S. (512) 723-0010 or place a FREE CALL dialing 800-355-0031
Antigua and Barbuda	1-800-805-5924
Netherlands Antilles	001-866-379-1022
Argentina	0800-222-0154
Aruba	800-1727
Bahamas	1-866-874-3038
Barbados	1-800-534-3349
Belize	U.S. (512) 723-0010 or place a FREE CALL dialing 811, and giving this number to the operator: 866-686-9848
Bermuda	1-877-890-0748

Bolivia	800-10-0238 or U.S. (512) 723-0010
Brazil	0800 970 33 55
Chile	800-20-20-44 (CTC) or 123-000-20-37-62 (ENTEL)
Colombia	01-800-915-5704
Costa Rica	0800-0120232
Dominica	U.S. (512) 723-0010 or Place a FREE CALL dialing 866-278-6821
Ecuador	U.S. (512) 723-0020
Ecuador – Free from Guayaquil:	999-119 + 877-665-3355
El Salvador	800-6170
Grenada	1-866-540-3355
Guatemala	1-800-999-0136
Guyana	1-877-440-6511
Haiti	U.S. (512) 723-0010 or place a FREE CALL dialing 183, AND giving this number to the operator: 866-686-9849
Honduras	U.S. (512) 723-0020 or place a FREE CALL dialing 800-0123, and giving this number to the operator: 866-686-9848
Cayman Islands	1-877-261-0242
Virgin Islands (US)	1-877-702-4360
Virgin Islands (UK)	U.S. (512) 723-0010 or place a FREE CALL Dialing 866-278-6820
Jamaica	1-800-975-1646 (from Jamaica)
México	001-866-563-4425

Montserrat	866-278-6822
Nicaragua	001-800-220-1378
Panamá	001-800-507-1385 (C&W) or 001-866-633-4097 (Claro.com)
Paraguay	U.S. (512) 723-0020 or place a FREE CALL Dialing 008-11-800, and giving this number to the operator: 866-686-9848 (only Asunción)
Perú	0800 50 869
Puerto Rico	1-866-390-4695
Republica Dominicana	1-888-156-1834
Saint Kitts y Nevis	1-877-441-4734
San Vicente y Granadinas	1-866-464-4353
Santa Lucia	1-866-745-1850
Suriname	U.S. (512) 723-0010 or place a FREE CALL dialing 156, and giving this number to the operator: 866-686-9850
Trinidad and Tobago	1-888-799-5908
Turks and Caicos	1-866-540-3355
Uruguay	000-413-598-2523
Venezuela	0800-100-2513
Border with USA	800-808-7998
Other countries/ areas	512-728-4093

戴尔产品三包凭证

商品名称:	商品商标:
商品型号:	
商品出厂编号和批号:	
商品产地: 中国-厦门	
销售发票号码:	
安装调试日期:	
消费者姓名:	
消费者地址:	
消费者邮政编码:	
消费者联系电话:	

维修单位名称: 戴尔(中国)有限公司
维修单位地址: 厦门市金尚路2388号
维修单位邮政编码: 361011
技术支持网站: Dell.com.cn/support
联系方式: 400-884-9420 / 800-858-0655
维修站地址: Dell.com.cn/cis

联系方式

产品型号	服务电话
销售热线	400-881-1858

生产厂商: 戴尔(中国)有限公司
销售单位名称: 戴尔(中国)有限公司
销售单位地址: 厦门市金尚路2388号
销售单位邮政编码: 361011

销售单位联系电话: 800-858-2222

备注:

- 请妥善保管此页作为三包凭证, 三包凭证须经销售者盖章后方生效。
- 消费者要求享受三包服务时应一并提供三包凭证及相应购机发票原件。
- 三包服务仅适用于在中国地区销售的、且与三包凭证记载一致的正品戴尔产品和/或其附件。(仅限中国地区)



Dell.com.cn/customerservice

贴发票处

备注:

一、戴尔(中国)有限公司严格按照《微型计算机商品维修退货责任规定》, 为直接向我司购买电脑商品的消费者实行三包。

二、请注意! 凡有以下情况之一者, 不属于三包范围:

- 超过三包有效期
- 未按产品使用说明的要求使用、维护、保管而造成损坏
- 非承担三包维修者拆动造成损坏
- 无有效三包凭证及销售发票的(能够证明该商品在三包有效期内除外)
- 擅自涂改三包凭证
- 三包凭证上的产品型号和编号与商品实物不符
- 使用盗版软件造成损坏
- 使用过程中感染病毒造成损坏
- 无厂名、厂址、生产日期、产品合格证
- 因不可抗力造成损坏

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2024-05

