



EXPERIENCE STICKER SHOCK IN A GOOD WAY.

You're in luck. Your company and Dell have teamed up to offer you exclusive discounts on new Dell computers through the Dell Employee Purchase Program (EPP). Simply put, the Dell EPP is a way for you to get the best price on a new Dell computer, period. As a member, you enjoy all of the selection and promotions available to other Dell Home and Home Office customers – plus additional savings of up to 12%.

Taking advantage of the savings is easy. We've included answers to frequently asked questions here. For even more information, call

WHAT YOU NEED TO KNOW ABOUT EPP

Q: Why is this the best deal on a Dell computer for home?¹

A: With EPP, you have access to exclusive savings not available to the general public.

- Save up to 6% on all Dell™ XPS™ and Inspiron™ computers.
- Double those savings (up to a total 12% off) by selecting 3 or 4 years of In-Home Service²
- Save even more when Dell computers are on sale – discounts are taken on top of most generally advertised Dell Home and Home Office prices and promotions. (Some special offers and coupons may be excluded.)
- Enjoy additional exclusive discounts and offers not available to the general public.

Systems priced before tax, fees, shipping and handling	Up to \$800	\$800 up to \$1600	\$1600 and Above
Base Discount	2%	4%	6%
Discount with 3- or 4- year In-Home Service ²	4%	8%	12% Best Deal

Q: How do I learn more? How do I place my order?**A: Simple.**

- Visit our Web site at
- Speak to an EPP sales consultant who will be happy to answer your questions, help you configure a system that's best for you, and even take your order. Call us at
- Or, visit your company's site at Premier.Dell.com

Q: What payment options do I have?**A: There are two ways you can pay for your new Dell system:**

- Dell Financial Services offers the Dell Preferred Account,^{TM, Δ} a convenient payment option that fits your budget! The quick and easy application process is handled online or over the phone. Get a credit decision in seconds and, if you qualify, have your new Dell computer on its way to you within days. The Dell Preferred Account offers 24/7 online account management (dellfinancialservices.com), special offers from select partners, exclusive savings on Dell products, no prepayment penalty, and no annual fees.
- Dell accepts most major credit cards, including MasterCard, VISA, American Express and the Discover Card when you purchase online or over the phone.

Q: What about service and support after I purchase my Dell computer?**A: Dell has a reputation for providing excellent service and support 24/7.**

- In-Home Service² is available on Dell home computers. Usually we can fix your problem online or on the phone without a service call. If not, a Dell technician will troubleshoot with you online or over the phone to figure out if a part is broken. Then, if you need a part, the replacement part can be shipped for next business day delivery, and if necessary, a third-party technician can be there to install it.
- Dell on Call Phone Support Service³ We provide a toll-free Hardware Support line that is available 24 hours a day, seven days a week for your Dell system.

Q: How do I become eligible for the Dell Employee Purchase Program?**A: You already are eligible simply by working for your participating company. You'll be asked to verify your Member ID when you order.****Q: How can I track the status of my order?****A: Once you've placed your order and have received your order number, use Dell's online order status tracking system at**

You can see at a glance where in the ordering, manufacturing and shipping process your new system is. Better yet, you can register online for Dell Order Status Service, which will alert you by e-mail when your new computer is shipped! Or if you don't have Internet access, track your order by calling

Q: Does Dell offer a return policy?**A: Definitely.** Most products are backed by our Return Policy. Under this policy, you may return eligible products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable return or restocking fees. To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. Some restrictions apply. For more information about Dell's Return Policy, please refer to: www.support.dell.com, click on Customer Service, click on Returns.**Q: Will my personal information be secure if I order online?****A: Yes.** Your right to privacy is a primary concern with us. When you visit our Web site, we help you maintain control of your personal information on the Internet. Dell works with strict guidelines to protect the information you provide during a visit to our Web site. For more information about Dell's privacy policy or information usage guidelines, please refer to http://www.dell.com/us/en/gen/misc/policy_000_policy.htm.**HEY, GET IT HERE >**

^ΔDELL PREFERRED ACCOUNT (DPA): Offered to U.S. residents by CIT Bank, who determines qualifications for and terms of credit. Promotion eligibility varies and is determined by CIT Bank. Qualifying for DPA does not guarantee promotion. Taxes, shipping, and other charges are extra and vary. Minimum monthly payments are the greater of \$15 or 3% of account balance.

ALL ORDERS ARE SUBJECT TO APPROVAL AND ACCEPTANCE BY DELL. Offers subject to change, not combinable with all other offers. Taxes, shipping, handling and other fees apply. Valid for U.S. Dell Employee Purchase Program new purchases only. Dell reserves right to cancel orders arising from pricing or other errors.

¹ EPP discounts taken on top of most generally advertised Dell Home and Home Office prices and promotions (some Home and Home Office special offers and coupons may be excluded).

² May be provided by third-party. Technician dispatched if necessary following phone-based troubleshooting. Availability varies. See dell.com/servicecontracts for details.

³ DELL ON CALL PHONE SUPPORT SERVICE: See www.dell.com/delloncall for terms and conditions. Phone based troubleshooting and how-to questions only; onsite assistance, repair services or parts not covered; subject to change.