

# SAVING IS AS EASY AS 1-2-3.

As a member of the Dell<sup>TM</sup> Employee Purchase Program (EPP), you're entitled to exclusive savings on great gear. Take advantage of awesome deals on systems preloaded with lots of cool features. And don't forget to shop our big selection of accessories and electronics featured at already terrific Dell Home and Home Office prices.

## Here's how it works:

### STEP 1

Visit your members-only EPP store online and enter Member ID: \_\_\_\_\_ or call \_\_\_\_\_

### STEP 2

Browse through a wide range of exclusive offers. Choose from incredible savings on high-powered systems like Dell Adamo<sup>TM</sup> and Alienware<sup>TM</sup>, or brilliant buys on workhorse systems for the whole family.

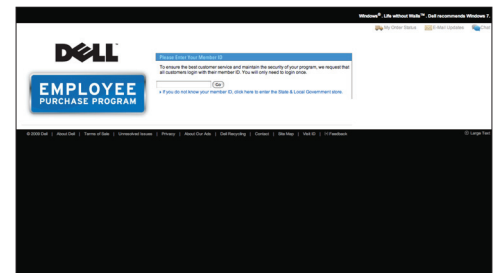
### STEP 3

Select your system. Every EPP PC comes with a 30-day price guarantee. If you find a better price on an identical configuration of the same Dell system on [dell.com/home](http://dell.com/home), just call our EPP sales representatives and provide a non-expired quote or screenshot and we'll match the price.\* It's another great benefit of Dell EPP.

Get one-click access to our hottest deals.  
[Sign up now](#) for our e-mail newsletter.

**VISIT:**  
**MEMBER ID:**  
**CALL:**

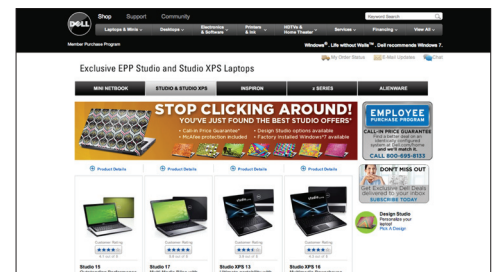
Step 1



Step 2



Step 3



## YOUR DELL™ EMPLOYEE PURCHASE PROGRAM QUESTIONS ANSWERED:

### Q: WHAT IS SO SPECIAL ABOUT EPP DEALS?

**A:** EPP gives you access to exclusive savings not available to the general public.

- EPP members get exclusive deals on systems preloaded with popular features, plus a price guarantee. If you find the exact same system anywhere on [dell.com/home](http://dell.com/home), we'll match the price.\*
- You can also shop excellent deals on electronics and accessories through your EPP store online.

### Q: ARE ELECTRONICS AND ACCESSORIES INCLUDED IN THE PROGRAM?

**A:** The program includes select EPP-only offers on electronics and accessories. Members also have access to generally advertised Dell Home and Home Office promotional prices on electronics and accessories.

### Q: WHAT IS THE "CALL-IN PRICE GUARANTEE"??

**A:** Every PC comes with a 30-day price guarantee. If you find a better price on an identical configuration of the same Dell system on [dell.com/home](http://dell.com/home), just call our EPP sales representatives and provide a non-expired quote or screenshot and we'll match the price.

### Q: HOW DO I FIND OUT ABOUT CURRENT OFFERS AND PROMOTIONS?

**A:** To sign up for e-mail communication for the Dell EPP program, go to [dell.com/eppemails](http://dell.com/eppemails).

### Q: HOW DO I LEARN MORE? HOW DO I PLACE MY ORDER?

**A:** It's simple:

- Visit our website at [dell.com/epp](http://dell.com/epp).
- Or 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 1-800-695-8133.**

### Q: WHAT PAYMENT OPTIONS DO I HAVE?

**A:** There are various ways to purchase or finance a Dell Home PC:

- Dell Financial Services offers the Dell Preferred Account™<sup>▲</sup>, 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, you can have your new Dell computer on its way to you within days. The Dell Preferred Account offers 24/7 online account management ([dellfinancialservices.com](http://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: AFTER THE PURCHASE OF MY DELL COMPUTER, WHAT TYPES OF SERVICE AND SUPPORT ARE AVAILABLE?

**A:** Dell provides excellent service and support.

- If you opt for Solution Station™ phone support<sup>1</sup>, you'll enjoy toll-free support by phone 24 hours a day, seven days a week.
- In-Home Service after Remote Diagnosis<sup>2</sup> is also available on Dell Home computers. Usually Dell 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 the cause of the issue. If the issue is covered by your Limited Hardware Warranty<sup>3</sup> and you do need a part, the replacement part can be shipped within 1 or 2 business days after remote diagnosis, and if necessary, a third-party technician can be there to install it.

### Q: HOW DO I BECOME ELIGIBLE FOR THE DELL EMPLOYEE PURCHASE PROGRAM?

**A:** You are already eligible as an employee of 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 [dell.com/epp](http://dell.com/epp). You can see at a glance where your new system is in the ordering, manufacturing and shipping process. 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 **1-800-695-8133**.

### 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 [support.dell.com](http://support.dell.com). Click Customer Service, and then Returns.

### Q: WILL MY PERSONAL INFORMATION BE SECURE IF AN ORDER IS PLACED ONLINE?

**A:** Yes. Your right to privacy is a primary concern with Dell. When you visit the EPP website, Dell helps 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 website. For more information about Dell's privacy policy or information usage guidelines, please refer to [dell.com/privacy](http://dell.com/privacy).

## TAKE ADVANTAGE OF YOUR DISCOUNT!

**VISIT:  
MEMBER ID:  
CALL:**

<sup>▲</sup>**DELL 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. 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. Availability of electronics and accessory products varies and quantities may be limited. Dell reserves the right to cancel orders arising from pricing or other errors.

**CALL-IN PRICE GUARANTEE:** Based on current configurations and promotions at [dell.com/home](http://dell.com/home). Discounting does not extend to retail store or any third-party pricing, [dell.com](http://dell.com) refurbished sales, or any offers or promotions outside the [dell.com/home](http://dell.com/home) website. Discount applied only to current [dell.com/home](http://dell.com/home) offers for identical configurations.

<sup>1</sup>**SOLUTION STATION PHONE SUPPORT:** See [dell.com/solutionstation](http://dell.com/solutionstation) for terms and conditions. Phone-based troubleshooting and how-to questions only; on-site assistance, repair services or parts not covered; subject to change.

<sup>2</sup>**IN-HOME SERVICE AFTER REMOTE DIAGNOSIS:** Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched, usually in 1 or 2 business days following completion of Remote Diagnosis. Availability varies. Other conditions apply.

<sup>3</sup>**LIMITED HARDWARE WARRANTY:** For copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see [dell4me.com/termsandconditions](http://dell4me.com/termsandconditions). © 2009 Dell Corporation. All rights reserved. Dell EPP Marketing, One Dell Way, Mailstop 8454, Round Rock, TX 78682.