

MICROS Tablet E-Series Dell Repair Center Warranty

The E-Series Tablet has a 12 month Return to DELL Repair Center warranty

The E-Series Sleeve has a 90 day DELL Replacement warranty.

There is an additional (up to) 3 month grace period to allow for End User delivery process times (i.e. the period of time from MICROS order processing, to shipping, to time in MICROS Dealer warehouse and prep time, before the final end user delivery)

During these periods, the Dell Repair Centers will replace or repair the Tablet (or Sleeve, for 90 days, as noted) at their discretion.

If the Micros Tablet E-Series included the optional sleeve, both must be returned to the Repair Center.

- **End-users liaise directly with Dell to obtain RMA documents and ship to the address provided from the RMA process**

The RMA process includes a pre-paid shipping label to the repair center so there is no shipment cost for a warranty repair. USA Repair centers are located in: Houston TX and Round Rock TX. Visit the Dell website, and have your Service Tag (ST) or Express Service Code (EX) available.

End Users can begin the Product Support process here: <http://www.dell.com/support/home/us/en/19/>

End Users can also call 800-456-3355. Before doing so, have the ST or EX number (from the sticker on the side of the Tablet) ready. Say “Service”, the “Yes” to Tech Support, and then say “Tablets”. Once connected, provide the Rep with the ST or EX number, tell them the problem, and arrange for the Rep to send you a box with a return sticker. You should get the unit returned within 10 days.

Warranty disclaimer

In the unlikely event that an End-User moves the E-Series product into any of the countries listed below and then contacts Dell directly with a warranty claim, warranty services cannot be provided.

Dell support is not available in the following countries:

Afghanistan, American Samoa, Antarctica, Cabinda, Canary Islands, Cape Verde, Central African Republic, Chad, Chatham Island, Christmas Island, Cocos Island, Cook Islands, Diego Garcia, Djibout, Easter Island, Equatorial Guinea, Eritrea, Falkland Islands, Greenland, Guantanamo Bay, Guinea-Bissau, Jan Mayen, Kyrgyzstan, Liberia, Madagascar, Madeira, Mariana Islands, Marshall Islands, Mayotte, Micronesia, Myanmar, Nauru, Niue, North Marianas, Saint Helena, Saipan, San Marino, Sao Tome and Principe, Somalia, Zanzibar, Tahiti, Tajikistan, Tokelau, Tuvalu, Wake Island, Wallis and Futuna Islands

Support is not available in the following countries and bringing products into those countries is prohibited
Cuba, Iran, North Korea, Syria Sudan