



DELL GLOBAL B.V. (SINGAPORE BRANCH)

Removal Service Terms and Conditions

If your product falls under consumer product category in below table:

1. Individual customer:

If you are individual customer, you are entitled to get 1:1 free take back service from us (buy one new product, and return to Dell one product for free without brand limitation), please access below link to raise online request form. <https://corporate.delltechnologies.com/en-sg/social-impact/advancing-sustainability/how-to-recycle.htm#/cdt/home/pcs-and-laptops>

2. Corporate customer:

If you are corporate customer and want to dispose your old equipment, please contact Dell account manager for the level of services your desire, we can offer data sanitization, resale, HDD recycling, reporting services etc. Or you can approach Singapore government appointed PRS operator-ALBA to recycle your old equipment.

If you have old Dell branded equipment falls under Non-consumer product category in below table:

We can offer free take back services for you, please send your request to recycling_apj@dell.com, we will take back your old equipment and you can also contact Dell account manager for more value added services, such as data sanitization, resale, HDD recycling, reporting services etc.

Distinguishing criteria (consumer vs. non-consumer)

S/N	Product type	Consumer products	Non-consumer products
1	Printers	≤20kg	>20kg
2	Desktop Computers & Laptops	All other desktops and laptops	i. Desktops/Laptops with built-in smart card readers ii. Desktops/Laptops which are Thin Client Desktops/Laptops
3	Tablets	All tablets	NIL
4	Servers	NIL	All servers
5	Desktop Monitors	All monitors	NIL
6	Mobile Phones	All mobile phones	NIL
7	Routers	All routers	NIL
8	Switches & Hubs	≤ 8 ports	> 8 ports
9	Wireless Access Points	NIL	All Wireless Access Points
10	Modems	All modems	NIL
11	Set-top boxes	All set-top boxes	NIL

Note 1: Regulated products are prescribed as consumer or non-consumer products based on technical specifications, not business arrangements (i.e. sold for private use or sold for industrial & commercial use)

Note 2: "NIL" for consumer products does not mean that we are not regulating products under the corresponding product types sold for private use. It means all products under that product type are designated as non-consumer products.

Note 3: "NIL" for non-consumer products does not mean we are not regulating products under the corresponding product types sold only for commercial and industrial use. It means all products under that product type are designated as consumer products.



Things to do prior to Removal Service picking up your equipment:

1. Remove and free the equipment from other connections, obstacles and make it a standalone piece ready for pick up.
2. Ensure that the equipment does not have serious hygiene issues. *For example: clean and clear the presence of rancid food, presence of cockroaches, ants and/or other pests etc. ...* Please note that our staff does not have the right or expertise to remove such items. If they visit you for collection and are unable to make the collection, that visit will be counted as service performed and you will no longer be eligible for more free removal service.
3. It is your sole responsibility to ensure that all your data, software including proprietary, confidential, personal, and sensitive data is either securely transferred, backed up, cleaned out and removed from the equipment prior to pick up. Removal Service will collect the equipment on an **'as is'** basis and is not responsible for any type of software, data loss, leakage and damage whether it occurs or arises with intent or is accidental whatsoever left in the equipment. **This Removal Service is not designed for disposal of equipment containing confidential, proprietary, sensitive or any other non-public data.** The equipment or parts of the equipment will be either disposed, destructed and/or recycled. Neither the equipment nor the data or software can be retrieved once it is picked up by the Removal Service. If you fail to perform your responsibility prior to the Removal Service visiting you for collection, it will be deemed that you have consented to part ways with the software, data and the data in the equipment is no longer of any value to you both monetarily and personally. The visit by our Removal Service will be counted as service performed, and you will no longer be eligible for any further free removal service.
4. Personal Information provided by you for the purpose of requesting the Removal Service is subject to and governed by the Dell's Privacy Statement.
5. Dell's Removal Service expressly disclaims all liability. Dell or its providers are not liable for any loss or damage of whatsoever nature, occurring or arising howsoever due to your use of this Removal Service including for any delay, suspension, rescheduling or any type of software, data loss or damage.
6. You warrant that you have a good and marketable title to the Equipment free and clear of all liens, claims and encumbrances of any kind. You have removed all confidential, proprietary, sensitive, or other non-public data. You warrant that you are duly authorized to hand over the equipment and the equipment is free from any title risks and shall not result in a breach by you of any agreement or judgment binding upon you or the Equipment.
7. You agree that if you breach any of the responsibilities, warranties outlined in these Removal Terms and Conditions, then Dell is not obligated to provide the Removal Service or be liable for any resulting damages or claims and it will result in you incurring additional fees and expenses for any resulting claim, time, material, loss or damage incurred by Dell's Removal Service and its providers. You agree that you shall keep Dell harmless and Dell shall remain unaccountable and not liable for any and all costs and fees arising from any claim, obligation including that your software or data was accessed improperly or not maintained in a secure manner or for any liability arising from any law concerning the security or protection of stored or transmitted data or Personal Information.