

The background features several large, overlapping, rounded geometric shapes in various shades of orange and red, creating a dynamic, abstract pattern.

**Axcient**

Dell Warranty FAQ

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# Dell Warranty FAQs

## How much does the Dell Warranty cost?

Dell 4-hour ProSupport with Keep Your Own Hard Drive (KYOHD) is included with the hardware purchase and does not need to be purchased separately.

## What does the Dell Warranty include?

Key Feature	Description
<b>Support Period:</b>	3 years
<b>Location:</b>	On-site
<b>Response Time:</b>	<ul style="list-style-type: none"> <li>• 4 hour response time</li> <li>• The technician typically arrives on-site within 4 hours after completing telephone-based troubleshooting</li> <li>• 4 hour parts locations stock <i>mission critical</i> components, as determined by Dell, of supported products</li> <li>• <i>Non-mission critical</i> parts may be shipped using overnight delivery</li> </ul>
<b>Included Services:</b>	<ul style="list-style-type: none"> <li>• Includes the labor to replace the parts; the partner may choose to opt out and perform a replacement themselves</li> <li>• Inbound and outbound shipping charges are covered by Dell:               <ul style="list-style-type: none"> <li>○ When a replacement component is sent, a pre-paid shipping label will be provided for the defective part</li> <li>○ If you should misplace the prepaid label, you can contact Dell customer care who will issue a replacement at no additional charge</li> </ul> </li> <li>• If a technician is dispatched, they will pick up the defective component and return it to Dell; otherwise the partner will be required to ship it back to Dell</li> <li>• If the defective component is not returned to Dell within 30 days, it is considered non-returnable, and the partner will be invoiced in full</li> </ul>
<b>Keep Your Own Hard Drive (KYOHD):</b>	<ul style="list-style-type: none"> <li>• <i>Compliance</i> – enabling you to comply with privacy regulations and internal policies</li> </ul>

- *Security* – you control access and disposal of sensitive data
- *Risk Mitigation* – helps you control the risk of civil liability
- *Protection* – you can prevent exposure of confidential data and intellectual property
- *Value* – the service covers multiple drives in a system and multiple failures per drive
- *Control* – you decide when and how to dispose of drives

## What is the Dell EMC Service Tag?

The Dell EMC Service Tag is a 7-character alphanumeric digit located on the system bar coded label. This Service Tag uniquely identifies each Dell EMC product.

## How do I locate the Dell Service Tag?

The Dell Service Tag is typically located on the back of the hardware. Please reference the official [Dell Service Tag Video](#) for specific information on finding the Service Tag.



## How do I view warranty details?

Navigate to the [Warranty & Contracts](#) page and enter the Dell Service Tag number to review the details of the warranty.

## Warranty

Service Tag: 243QKH2      Ship date: June 14, 2017      Country: United States      [Print](#)

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Service	Start date	Warranty expiration date
ProSupport	June 14, 2017	September 13, 2020
Onsite Service After Remote Diagnosis (Consumer Customer)/ Next Business Day Onsite After Remote Diagnosis (Commercial Customer)	June 14, 2017	September 13, 2020

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**Important information:**

- For details, please see [Terms of Sale, Service Contracts and Warranties](#).
- The warranty end dates for peripheral devices, such as monitors and batteries, may be different from the warranty end date for your product.
- If you purchased your product from an authorized third-party retailer or reseller, your warranty begins on the date of your original sales receipt or, in some regions, the product delivery date. Warranty end dates shown for these products may be an estimate. Please register your product with Dell.
- [Learn how to transfer ownership of a product.](#)

[Extend Your Warranty](#)

## How do I contact support?

If service is required, please contact Axcient Support using one of the following methods:

- Email: [support@axcient.com](mailto:support@axcient.com)
- Phone: 1-(800)-715-2339
- Hours: 6am to 6pm Pacific
- Support Ticket via the [Axcient User Portal](#)

The most up-to-date methods of reaching Axcient support can be found at [www.axcient.com/support](http://www.axcient.com/support).

## How do I extend my warranty?

You have the option of extending the warranty for an additional 1-2 years any time during the initial 3-year period. Please contact us for a quote.