

Offering Specific Terms

The following specific terms apply to the Dell Offerings and Third Party Offerings below. Dell Offerings are provided by the Dell Technologies affiliate (herein “Supplier” or “Dell”) identified on your order. Third Party Offerings are hardware, software, products, services, subscriptions, solutions or any other offerings that are not Supplier-branded. Third Party Offerings are subject to the applicable Offering Specific Terms below and the standard terms, license, services, warranty, indemnity, support terms and applicable data privacy terms or data processing agreement of the third party manufacturer/supplier. Customer agrees to adhere to such third party terms and that it shall contact such third party directly for support or other offering related issues. Any warranty, data privacy, damages or indemnity claims against Supplier in relation to Third Party Offerings are excluded (provided that Dell is responsible for its own support services offerings sold in combination with Third Party Offerings where identified in the table below). Note that not all offerings are available in all territories and some may have been retired.

General Provisions	
Telemetry Data Provision	www.dell.com/telemetry For all Offerings where Dell has access to telemetry or system data
Trade Compliance Provision	www.dell.com/tradecompliance For all Offerings
Dell Offerings – Products	Offering Specific Terms
Dell Chromebooks that are integrated with Google Chrome OS	Dell Chromebooks that are integrated with Google Chrome OS are subject to the terms located at https://www.delltechnologies.com/asset/en-us/products/laptops-and-2-in-1s/technical-support/Chromebook_Product_Addendum.pdf
Dell Connectrix branded offerings manufactured by Brocade/Broadcom	Software is distributed by Dell pursuant to Dell's general license terms with Dell as the licensor (www.dell.com/eula), as supplemented by the end user license terms provided by Brocade/Broadcom and to which end user shall adhere.
Dell Software	General License Terms: www.dell.com/eula Unit of Measure Terms: www.delltechnologies.com/content/dam/digitalassets/active/en/unauth/manual-warranty-informations/products/data-protection/h2483-sw-use-rights.pdf Dell EMC Subscription-Based Terms: http://www.delltechnologies.com/asset/en-us/solutions/business-solutions/legal-pricing/dellemc_subscription_based_license_terms.pdf
Dell Offerings with VMware by Broadcom Offerings	VMware software and/or VMware services sold with or for use on Dell offerings (e.g., VxRail) are Third Party Offerings subject to the terms located at https://www.broadcom.com/licensing ; provided that customers should contact Dell for support services.
Vblock, Vxblock and PowerFlex Rack (formerly VxFlex Integrated Rack and VxRack Flex) Converged/Hyperconverged Systems and related services	Support Services Terms: https://www.dell.com/en-us/dt/converged-infrastructure/support/support-service-descriptions.htm Products contain components that are subject to Cisco Systems, Inc. terms and conditions located at: http://www.cisco.com/en/US/docs/general/warranty/English/EU1KEN.html (for which Customer authorizes Supplier (or shall ensure the applicable end user authorizes Supplier) to accept on your behalf if Supplier performs the product installation).

<p>Wyse Clients</p>	<p>Use Rights and Restrictions. Dell Wyse Windows Embedded Thin Clients are intended to be used as thin clients only and not as personal computers. Dell is not responsible for and will not warrant, support, repair or replace any thin client device or component that is not used for its intended purpose. As an example, and without limitation, any operation of a Dell Wyse Windows Embedded Thin Client with the write filter turned off during regular use (except as required for image upgrades, applying security patches, registry changes, and application installation) is beyond the scope of the intended purpose, will prematurely wear out the Flash/SSD storage and will invalidate the thin client product warranty. In addition, enabling the Windows Page File is beyond the scope of the intended purpose and will invalidate the thin client product warranty.</p> <p>Adobe and Microsoft Software. Certain Dell Wyse Thin Clients include software that is subject to the license terms for Adobe Systems Incorporated/Adobe Systems Software Ireland Limited located at https://www.adobe.com/legal/licenses-terms.html. Adobe and Flash are trademarks or registered trademarks of Adobe Systems Incorporated in the United States, other countries or both. Certain Dell Wyse Thin Clients may also include software that is licensed by Microsoft under terms that prohibit Customer from locally running Desktop Functions on Thin Client Devices. For purposes of these terms, "Thin Client Device" means a Customer system that depends heavily on some other computer (such as a server) to fulfill its computational roles; and "Desktop Functions" means consumer or general purpose tasks or processes (such as using word processing, spreadsheet, or slide show presentation software) performed exclusively or primarily by a PC device.</p>
<p>Dell Offerings – Support Services and Product Warranty</p>	<p>Offering Specific Terms</p>
<p>Dell warranty and standard offerings for Support Services and certain standard Professional Services</p>	<p>www.dell.com/en-us/dt/customer-services/product-warranty-and-service-descriptions.htm www.dell.com/servicecontracts/global</p> <p>The Product warranty period commences upon the date of shipment to the Customer.</p>
<p>Support and Warranty Information for Dell Extended Technologies Complete (fka Dell EMC Select) offerings not listed above</p>	<p>https://www.dell.com/en-us/dt/solutions/enterprise-infrastructure/extended-technologies-complete.htm</p>
<p>Dell Offerings – Subscriptions</p>	<p>Offering Specific Terms</p>
<p>Dell APEX Backup Services</p>	<p>Cloud Service Offerings Agreement: https://www.dell.com/en-us/lp/legal/csoa-agreement</p> <p>Dell APEX Backup Services Service Offering Description: https://i.dell.com/sites/csdocuments/Legal_Docs/en/us/powerprotect_backup_service_serviceofferingdescription.pdf</p>
<p>Dell Cloud Services Offerings including without limitation:</p> <ul style="list-style-type: none"> • Dell Cloud Snapshot Manager • Dell Technologies Demonstration Center • CloudIQ 	<p>Cloud Service Offerings Agreement: https://www.dell.com/en-us/lp/legal/csoa-agreement Including the supplemental terms, service description or service offering description posted at the above link where applicable. You may also find the Service Offering Descriptions for certain offers below.</p> <p>The Service Offering Description for Dell Cloud Snapshot Manager: https://www.dell.com/en-us/lp/legal/dell-emc-cloud-snapshot-manager-supp-terms</p> <p>The Service Offering Description for Dell Technologies Demonstration Center: https://www.dell.com/en-us/lp/legal/dell-technologies-demonstration-center-supplemental-terms</p>
<p>Dell APEX Managed Device Service</p>	<p>Commercial Terms of Sale: https://i.dell.com/sites/csdocuments/Legal_Docs/en/us/united-states-commercial-terms-of-sale-en.pdf</p> <p>Dell APEX Managed Device Service - Service Offering Description: https://i.dell.com/sites/csdocuments/Legal_Docs/en/us/apex-managed-device-service-sd-en.pdf</p>

<p>Dell APEX Navigator for Multicloud Storage</p>	<p>Cloud Service Offerings Agreement: https://www.dell.com/en-us/lp/legal/csoa-agreement</p> <p>Dell APEX Navigator for Multicloud Storage - Service Offering Description: https://i.dell.com/sites/csdocuments/Legal_Docs/en/us/apex-navigator-for-multicloud-storage-sd-en.pdf</p>
<p>Dell APEX AIOps Application Observability</p>	<p>Cloud Service Offerings Agreement: https://www.dell.com/en-us/lp/legal/csoa-agreement</p> <p>Dell APEX AIOps Incident Management - Service Offering Description: https://i.dell.com/sites/csdocuments/Legal_Docs/en/us/apex-aiops-application-observability-sd-en.pdf</p>
<p>Dell APEX AIOps Incident Management (formerly known as Moogsoft Cloud Service)</p>	<p>Cloud Service Offerings Agreement: https://www.dell.com/en-us/lp/legal/csoa-agreement</p> <p>Dell APEX AIOps Incident Management - Service Offering Description: https://i.dell.com/sites/csdocuments/Legal_Docs/en/us/dell-apex-aiops-incident-management-sd-en.pdf</p> <p>Support Services Service Description for Dell APEX AIOps Incident Management: https://i.dell.com/sites/csdocuments/Legal_Docs/en/us/apex-aiops-incident-management-support-services-sd-en.pdf</p>
<p>Moogsoft branded Offerings</p>	<p>Moogsoft Hosting Service is subject to the Cloud Service Offerings Agreement: https://www.dell.com/en-us/lp/legal/csoa-agreement</p> <p>Moogsoft Hosting Service - Service Offering Description: https://www.dell.com/en-us/lp/legal/cloud-and-hosting-services</p> <p>Moogsoft Enterprise / On Premise Software: see entry for Dell Software in this table above</p> <p>Moogsoft Support Services Service Description for Moogsoft Hosting Service and Moogsoft Enterprise / On Premise Software: https://i.dell.com/sites/csdocuments/Legal_Docs/en/us/moogsoft-support-services-sd-en.pdf</p> <p>For Moogsoft Cloud Service see Dell APEX AIOps Incident Management entry above in this table.</p>
<p>Dell Telecom Offerings</p>	<p>Offering Specific Terms</p>
<p>Dell APEX Cloud Platform for Red Hat Open Shift</p>	<p>Red Hat Open Shift and Linux subscriptions are Third Party Offerings.</p> <p>Your use of any Red Hat OpenShift subscriptions is subject to and governed by the applicable Red Hat End Enterprise Agreement found at: https://www.redhat.com/en/about/enterprise-agreements</p> <p>Your use of any Red Hat Enterprise Linux subscriptions is subject to and governed by the applicable Red Hat End User License Agreement found at: https://www.redhat.com/en/about/eulas</p>
<p>Dell Telecom Infrastructure Blocks for Red Hat</p>	<p>Red Hat Open Shift Subscriptions are Third Party Offerings. Your use of any Red Hat OpenShift subscriptions is subject to and governed by the applicable Red Hat End Enterprise Agreement found at: https://www.redhat.com/en/about/enterprise-agreements</p>
<p>Third Party Offerings with Third Party Support Services</p>	<p>Offering Specific Terms</p>
<p>VMware by Broadcom Offerings</p>	<p>VMware software and/or VMware services are Third Party Offerings subject to the terms located at https://www.broadcom.com/licensing</p>

Secureworks Offerings	<p>If Customer is domiciled in any location other than Japan, the provision of the Services will be governed by the terms and conditions available at this link: www.secureworks.com/eula</p> <p>If Customer is domiciled in Japan, the provision of the Services will be governed by the terms and conditions available at this link: www.secureworks.jp/eula-jp</p>
Wasabi Offerings	Wasabi offerings are Third Party Offerings subject to the terms located at https://wasabi.com/legal/wasabi-customer-agreement-dell
Other Third Party Offerings	Other Non-Dell branded offerings not expressly mentioned in this table but quoted by Dell in connection with a Dell program (e.g. the Dell Extended Technologies Complete (ETC) program, etc.) or otherwise at customer's request, are all Third Party Offerings.
Third Party Offerings with Dell Support Services	Offering Specific Terms
Third Party Cloud Service Offerings with Support Services from Dell	If this purchase includes a third party cloud service offering (such as Google Cloud Services, Adobe, Omnisia Workspace One, etc.), your use of the cloud services is subject to the applicable vendor-specific terms and conditions located at https://www.dell.com/en-us/lp/legal/service-contracts-saas-cloud-services
Microsoft Subscriptions with Support Services from Dell	<p>Your use of the Microsoft Subscriptions is subject to your locally applicable Dell Cloud Solutions Agreement, individual SaaS and cloud- based offering terms and conditions as described below:</p> <p>United States: https://www.dell.com/en-us/lp/legal/service-contracts-saas-cloud-services</p> <p>Canada:</p> <ul style="list-style-type: none"> • English: https://www.dell.com/en-ca/lp/legal/service-contracts-saas-cloud-services • Canadian French: https://www.dell.com/fr-ca/lp/legal/service-contracts-saas-cloud-services <p>If your region is not shown above, please contact your local Dell Sales Representative to confirm the availability of this service in your location</p>
Special Programs	Offering Specific Terms
Dell Connected PC – Carrier Referral Program	https://i.dell.com/sites/csdocuments/Legal_Docs/en/us/dell-carrier-referral-program-terms.pdf
Dell Technologies Satisfaction Guarantee Program Terms and Conditions (for eligible products and where Customer has procured no less than three years of ProSupport)	https://www.delltechnologies.com/asset/en-us/products/storage/legal-pricing/future-proof-satisfaction-guarantee-terms-and-conditions.pdf