

# PACKING SLIP

Dell | Software & Peripherals

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## RETURNS POLICY

DELL WILL ACCEPT RETURNS OF SOFTWARE, PERIPHERALS AND ACCESSORIES PRODUCTS WITHIN 30 DAYS OF INVOICE DATE SUBJECT TO THE TERMS AND CONDITIONS BELOW.

### UNOPENED MERCHANDISE

ANY MERCHANDISE FOR WHICH THE ORIGINAL MANUFACTURER'S PACKAGING (INCLUDING ANY SHRINK-WRAPPED OR OTHERWISE SEALED PACKAGE CONTAINING DISKS OR DISKETTES FOR SOFTWARE) IS UNOPENED MAY BE RETURNED TO DELL, ONLY IF ACCOMPANIED BY A CREDIT RETURN AUTHORIZATION NUMBER, WITHIN 30 DAYS OF INVOICE DATE FOR A REFUND OF THE PURCHASE PRICE, EXCLUDING ORIGINAL SHIPPING CHARGES. ALL NON-DEFECTIVE RETURNS ARE SUBJECT TO A 15% RESTOCKING FEE FOR SMALL AND MEDIUM BUSINESS CUSTOMERS.

### OPENED, AS-NEW MERCHANDISE

HARDWARE AND ACCESSORIES PRODUCTS FOR WHICH THE ORIGINAL MANUFACTURER'S PACKAGING HAS BEEN OPENED MAY BE RETURNED TO DELL ONLY IF ACCOMPANIED BY A CREDIT RETURN AUTHORIZATION NUMBER, WITHIN 30 DAYS OF INVOICE DATE FOR A REFUND OF THE PURCHASE PRICE. RETURNED PRODUCTS MUST BE IN AS-NEW CONDITION, INCLUDING THE ORIGINAL BOX AND ALL OTHER ORIGINAL PACKAGING, MANUALS AND ACCESSORIES. ALL NON-DEFECTIVE RETURNS ARE SUBJECT TO A 15% RESTOCKING FEE FOR SMALL AND MEDIUM BUSINESS CUSTOMERS.

DELL WILL ACCEPT RETURNS OF SOFTWARE FOR REFUND OR CREDIT ONLY IF THE SEALED PACKAGE CONTAINING THE DISKS OR DISKETTES IS UNOPENED. NO SOFTWARE MAY BE RETURNED ONCE THE PACKAGE CONTAINING THE DISKS OR DISKETTES HAS BEEN OPENED.

### DEFECTIVE MERCHANDISE

ANY PRODUCT YOU PURCHASE THAT DELL DETERMINES TO BE DEFECTIVE CAN BE RETURNED TO DELL ONLY IF ACCOMPANIED BY A CREDIT RETURN AUTHORIZATION NUMBER, WITHIN 30 DAYS OF INVOICE DATE. DELL WILL ARRANGE TO PICK UP THE REPACKAGED DEFECTIVE ITEM VIA A SHIPPING CARRIER. DELL WILL THEN SHIP A REPLACEMENT PRODUCT TO YOU, THE ORIGINAL CUSTOMER, AT NO CHARGE.

### HOW TO RETURN MERCHANDISE

TO RETURN SOFTWARE, PERIPHERALS AND ACCESSORIES MERCHANDISE, CONTACT OUR CUSTOMER SERVICE REPRESENTATIVES AT 800-624-9897 TO RECEIVE A CREDIT RETURN AUTHORIZATION NUMBER.

IF THE REQUESTED RETURN ADHERES TO THE RETURN POLICIES OUTLINED ABOVE, OUR CUSTOMER SERVICE REPRESENTATIVES WILL ISSUE A CREDIT RETURN AUTHORIZATION NUMBER AND PROVIDE FURTHER INSTRUCTIONS FOR RETURNING THE PRODUCT. THE CREDIT RETURN AUTHORIZATION NUMBER MUST BE INCLUDED ON THE PACKING LABEL FOR ANY RETURNED ITEM.

PLEASE PACK THE PRODUCT(S) TO BE RETURNED IN THE ORIGINAL MANUFACTURER'S PACKAGING. PREPAY SHIPPING CHARGES, AND BE SURE TO INSURE THE SHIPMENT, UNLESS THE RETURN INVOLVES A DEFECTIVE PRODUCT AS DETERMINED BY DELL AND OUR CUSTOMER SERVICE REPRESENTATIVES HAVE ARRANGED FOR PICKUP.

PLEASE NOTE, ANY PRODUCT RETURNED TO DELL WITHOUT A CREDIT RETURN AUTHORIZATION NUMBER BECOMES THE PROPERTY OF DELL, AND DELL IS NOT OBLIGATED TO PROVIDE A REFUND OR REPLACEMENT FOR SUCH RETURNED PRODUCTS.

PRODUCTS ARE REGULATED BY THE U.S. DEPT. OF COMMERCE OFFICE OF EXPORT ADMIN. AND ARE SUBJECT TO EXPORT CONTROL REGULATIONS.