

## Dell Employee Purchase Program

Welcome to DELL's Employee Purchase Program (EPP). Dell and Arby's have teamed up to bring you a discount program for your consumer/personal purchases. Dell's EPP gives you:

- 2 - 12% off any XPS/ Inspiron desktop or notebook as your regular EPP discount (based on price and warranty purchased.)
- Regular EPP discount is **in addition** to generally advertised Dell Home Sales (DHS) prices and promotions.
- Exclusive seasonal discounts not available to general public.
- Employees can register online at [www.dell.com/eppbuy](http://www.dell.com/eppbuy) to receive updates and individual coupons for additional discounts.

To make a purchase, simply go online at [www.dell.com/eppbuy](http://www.dell.com/eppbuy) or call **800-695-8133** and enter your Member ID #: **PS32492935**. It is important to use and have your member ID because this is what designates you as an Arby's employee/member. Also, it is imperative to use the 800 number above because Dell's Home Sales division **can not** apply the EPP discount to orders.

### FAQ's:

#### **I found a lower price online or in the paper.**

- Did you "add to cart"? The EPP discount is not applied until you add the system to your cart.
- Go to [www.dell.com/epp/compare](http://www.dell.com/epp/compare) - This site gives step by step instructions on how to compare systems for apple to apple configurations and price.
- Call the EPP Sales Queue at 800-695-8133. They are capable of matching the DHS pricing AND applying the 2-12% EPP discount. Please keep in mind that we do not honor Small Business pricing or discounts.
- Generally, our EPP website has the same promotions available. Look under "Deals of the week" or "Exclusive offers;" which is usually found on each product's initial page.

#### **Will I receive the EPP discount at the kiosks in the mall?**

- No. The EPP discount is only applied when you go online to [www.dell.com/eppbuy](http://www.dell.com/eppbuy) or by calling the EPP queue at 1-800-695-8133

#### **I have questions or need help configuring a system.**

- Call the EPP Sales Queue at 800-695-8133.

#### **I need technical support for a system I purchased through Dell's EPP**

- <http://Support.dell.com> or 800-274-1410. Please have your service tag # ready.

#### **I need to return a system**

- You have 30 days from the date of purchase to return your Dell system. Please contact customer service online or by calling 1-800-695-8133



participation in the Dell Employee Purchase Program. Pricing, specifications, availability and terms of offers may change without notice. Taxes, fees, shipping (other than TV free shipping offer), handling and any applicable restocking charges are extra, and vary. Free shipping offer available in Continental (except Alaska) U.S. only. Offers may be combined with other select offers or discounts. Valid for U.S. Dell Employee Purchase program, new purchases only. Dell cannot be responsible for pricing or other errors, and reserves the right to cancel orders arising from such errors.

<sup>1</sup> Some consumer special offers and coupons may be excluded.

<sup>2</sup> At-home service provided via third-party contract with customer. Technician will be dispatched if necessary following phone-based troubleshooting. Availability varies. Other conditions apply.