

Frequently Asked Questions: Third-party Products

1. What are Third Party Products?

All the products, services, software, and solutions linked from this Extended Technologies Complete (ETC) site are classified as third party products ("Third Party Product(s)"). The Third Party Products are not Dell or Dell EMC branded. Third Party Products are offered by a third-party vendor, either a manufacturer or supplier ("Third Party Vendor"), and therefore the Third Party Products Agreements Notice shall apply.

2. If Dell is reselling these Third Party Products, why would Dell not be liable for the license, services, warranty, indemnity, and support terms of the Third Party Products?

Dell is an authorized reseller of these Third Party Products. However, the contracts for the Third Party Products are entered into between the Third Party Vendor and you, the customer. Dell is not a party of that contract and therefore Dell is not liable or responsible for compliance of terms and conditions of the Third Party Products. The Third Party Vendor is responsible for ensuring that it meets its obligations under its terms and conditions.

3. How will a customer obtain a copy of the Third Party Vendor's terms and conditions?

In some instances, the links from this ETC website to the Third Party Product may present an online set of terms and conditions. If the Third Party Product or Third Party vendor website does not present online terms and condition, please reach out to your Dell sales representative before you issue your purchase order or place an order for the Third Party Products. Your Dell sales representative will connect you to the relevant sales representatives within the Third Party Vendor organization from whom you may seek to obtain the copy of Third Party Products terms and conditions.

4. The link to the Third Party Vendor website contains online terms and conditions. How do I know that these are the valid terms and conditions?

The Third Party Product terms and services must not be confused with the Terms of Use for the website. Terms of Use apply when you use the Third Party Vendor's website. Online terms and conditions for Third Party Product are generally referred to as 'Legal Terms', 'Agreement', 'Online Terms and Conditions' etc. Please reach out to your sales representatives for clarification.

5. Does Dell provide the support for these Third Party Products?

Generally, the support for the Third Party Products are supplied by the Third Party Vendors. Please reach out to your Dell sales representative for clarification.

6. What happens if I do not obtain a copy of the Third Party Product's terms and conditions prior to placing the order?

Dell is not responsible for your actions. If you have a contract with Dell, please note that other than invoicing and payment terms between Dell and you, your contractual relationship is with the Third Party Vendor and therefore it is in your best interest to understand and accept the Third Party Vendor's terms and conditions for the purchase of the Third Party Product. See table below.

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Company	End-User Terms and Conditions URL
Adva	https://www.adva.com/en/
Amulet Hotkey	https://www.amulethotkey.com/wp-content/uploads/2019/06/Product-Warranty-Statement.pdf
APC	https://www.se.com/us/en/about-us/legal/
Arris (Ruckus)	https://www.commscope.com/globalassets/digizuite/3431-terms-and-conditions-of-sale.pdf?r=1 https://support.ruckuswireless.com/
Datadobi	https://datadobi.com/
DefendX	https://defendx.com/
Druva	https://www.druva.com/
Eaton	https://www.eaton.com/us/en-us/support/terms-conditions.html
Faction	https://www.factioninc.com/
Fortinet	https://www.fortinet.com/resources-content/fortinet/assets/legal/file/Fortinet-Service-Offering-Terms
Index Engines	https://www.indexengines.com/90-terms-and-conditions
Intellisite Holdings	https://epicio.com/compliance-eula/
Interlock	https://www.interlock-tech.com/
Kemp	https://support.kemptechnologies.com/hc/en-us/articles/201760303-Terms-of-Service/
Legrand	https://legrand.us/
NVIDIA	https://www.nvidia.com/en-us/
Owl Cyber Defense	https://owlcyberdefense.com/legal/
Palo Alto	https://www.paloaltonetworks.com/legal
Pluribus Networks	https://www.pluribusnetworks.com/
Smartoptics	https://www.smartoptics.com/wp-content/uploads/2015/10/SMARTOPTICS-AS-TC-rev-10.2015.pdf
SonicWall	https://www.sonicwall.com/legal/end-user-product-agreements/ https://www.sonicwall.com/legal/professional-services-agreements/
Spectra Logic	https://support.spectralogic.com/services-and-contracts/services-contracts
Superna	https://manuals.supernaeyeglass.com/project-eula-and-support-agreement/HTML/supernaeyeglasseulaandsupportservicesagreemen.html
Thales	https://www.thalesgroup.com/en/markets/digital-identity-and-security/policies/terms-conditions
Tripplite	https://www.tripplite.com/
Unisys	https://public.support.unisys.com/public/eulas/82300237.pdf
Vertiv	https://www.vertiv.com/en-us/about/terms--conditions-of-sale/