

Dell Financial Services™
End-of-Lease Guide



Introduction

As the end of your lease approaches, Dell Financial Services (DFS) wants to thank you for being a valued customer.

At DFS, we understand how important a successfully executed end of lease decision is to our customers. With that in mind, the End-of-Lease Guide is designed to provide you with the necessary information to assist you in preparing for your lease expiration.

This guide will walk you through the following:

- Roles and Responsibilities
- End-of-Lease Timeline
- End-of-Lease Options
- Returning your Equipment
- End-of-Lease Services
- Frequently Asked Questions

Again, we want to thank you for utilizing DFS, for your leasing and financing needs and we look forward to your continued business.

Roles and Responsibilities

At DFS, we feel that one of the keys to an efficient end-of-lease process is a clear customer understanding of the process. To facilitate this understanding, we have developed the following “Roles & Responsibilities” matrix. The following definitions will provide you with the necessary information so that we may deliver a positive end-of-lease experience.

Dell Financial Services

- Provide timely and accurate renewal and/or buyout information.
- Provide timely and accurate return shipping information including RMA numbers.
- Provide timely and accurate invoicing for missing and/or damaged items.
- Upon request, your End-of-Lease representative can explain the benefits of DFS value added service programs (e.g., Return Logistics)

Customer

- Provide DFS notice of end-of-lease plans by agreed upon date in Master Lease Agreement and/or Lease Schedule.
- If you decide to return your equipment, prepare and return your equipment to DFS:
 - Work with your Dell sales rep on your new replacement equipment.
 - Migrate information to new Dell replacement equipment.
 - Remove all proprietary information and tags from all systems.
 - Erase and destroy sensitive data located on hard drives. *NOTE: If you remove the hard drive to perform a data wipe, please be sure to reinstall to avoid being charged for a missing hard drive.*
 - Package equipment properly to guard against in-transit damage. *NOTE: See packaging guidelines detailed later in this guide.*
 - Arrange for transportation to DFS returns processing center. *NOTE: COD deliveries will not be accepted.*



BEST PRACTICE TIPS:

- Return address labels must specify DOCK DOOR W40-W41 to insure return to correct location. *NOTE: All equipment returns must arrive on a truck with a lift gate of no less than 48” in order to reach the dock door height. Trucks without 48” lift gates will be turned away at the security gate.*
- Make sure your RMA number is listed on the return paperwork.

End-of-Lease Timeline

DFS recommends, as a “best practice”, to begin end-of-lease decision planning at least 90 days prior to your required lease notification date. To establish your end-of-lease strategy, consider your specific technology needs, financial needs and operational capabilities. To help guide you through this process, we have provided a timeline below detailing specific activities and questions that will help facilitate your decision making process. Since each customer’s environment is unique, we encourage you to involve all stakeholders in the decision making process.



Account Planning (T-180 days)

During the account planning process, you should begin to consider:

Equipment Location and Condition

- Can the equipment be located?
- Is it in good working condition?

Equipment Viability

- Does it still satisfy end-user needs?

Organizational Characteristics?

- Do you want to continue using the equipment?
- How long do you need for a technology transition?

Notification Date (T-90 days)

Date customer must notify DFS of their end-of-lease intention. (Generally 90 days before the end of the lease)

For items you have notified us that you will be returning, DFS will mail a “packing” slip of items to be returned, your RMA number and the return location of the DFS tech center.

You should plan returned equipment arrival at the DFS specified location on or before the end of-lease date to avoid additional rental or fees.



BEST PRACTICE TIPS:

- Arrange for your return to arrive at least 10 days prior to end of lease to avoid any logistic delays.
- Carefully review the DFS packing slip against your list of leased service tags. If there is a discrepancy, notify your EOL rep for clarification.

End-of-Lease (T: Term Date)

Lease reconciliation period

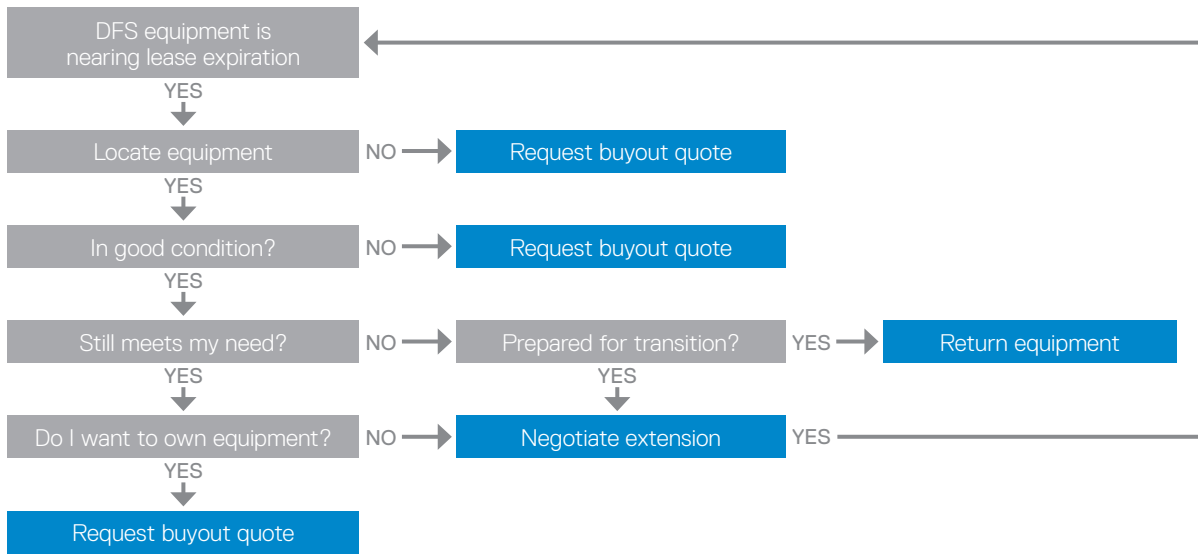
Upon receipt of equipment by DFS, we will audit the equipment for the following:

- Receipt of all items
- Cosmetic damage
- Functionality
- Configuration

DFS will invoice for missing or damaged items in accordance with your lease agreement. Reconciliation is generally completed within 30 days of receiving equipment.

End-of-Lease Options

Our Fair Market Value Program generally offers three (3) end-of-lease options to meet the needs of your organization’s unique structure, capabilities, and needs.



Renew or Extend your Lease

If you are not ready to make a decision when your lease expires or wish to continue using the equipment, you can choose to renew month-to-month or extend for a fixed term renewal rate. Either renewal option provides the benefit of continued use of equipment while maintaining the built in disposal capability provided by leasing.

When renewing your lease on a month-to-month basis, we will continue to invoice you at your contracted amount for use of the equipment until you notify us that you intend to purchase or return and do so.

Fixed Term Extension requires written end-of-lease notification and a signed extension addendum. Contact your end-of-lease Coordinator for fixed extended terms and prices.

NOTE: Unless otherwise stated in your Master Lease Agreement, partial lease schedule renewal requests require purchase or return of the non-renewal equipment before the renewal will be processed.

Purchase the Equipment

If your technology environment does not require upgraded equipment for the next 12 to 24 months, purchasing equipment may be the best choice. The purchase price is generally determined by your specific lease, but is typically the equipment’s current fair market value at end-of-lease or a fixed buyout amount that was negotiated at lease inception. Contact your end-of-lease rep for details.

Return the Equipment

If all or a part of your leased equipment is no longer meeting your technology needs, contact your DFS end-of-lease Coordinator to help guide you through this process. DFS provides packing and transportation services at a reasonable cost to help alleviate many of the administrative issues associated with returning leased equipment. **NOTE:** Contact your end-of-lease coordinator for details and to request a quote.



BEST PRACTICE TIPS:

- Flat Panels and Monitors generally have long useful lives. Purchasing existing monitors may save you money on the return freight and purchase of new monitors.

Returning Your Equipment

With our Fair Market Value leases, DFS makes a financial investment in your leased equipment that may not be fully recovered through your lease payments. We make this investment with the understanding that the equipment will be returned in good working and cosmetic condition for remarketing purposes. Our ability to remarket and recover our up front financial investment in the leased equipment is critical to our ability to offer competitive future lease rates. We understand that even though our customers may use best efforts to maintain their equipment, “Normal Wear & Tear” does occur. It is not DFS’ intention to invoice customers for “Normal Wear & Tear” damage to equipment. Below is information that will help you in determining what is considered “Normal Wear & Tear”.

Normal Wear & Tear

Normal “Wear and Tear” describes the expected cosmetic wear that may generally appear on a system used under Normal Circumstances during the lease term.

- Faded lettering on keyboards
- Minor surface scratches on plastics or metal base
- Slight plastic color fading
- Faded manufacturer’s logo
- Removable labels and stickers

Beyond Normal Wear & Tear

- Removal of OEM serial number identification, FCC product tags, or Microsoft COA
- Cracked and/or chipped plastics
- Bent metal frames
- Broken and/or missing hinges and latch catches
- Scratched monitor glass, LCD panels, notebook LCD, tablet screens ,or smart phone displays
- Keyboards missing keycaps
- Broken and/or missing panels, cover plates or media doors
- Batteries that do not hold an electrical charge and damaged/cracked battery cases
- Character or image burns in monitors or LCD panels
- Systems’ passwords that prohibit system operation, diagnostic level program execution, or any required testing
- Major equipment discoloration, blood, biohazard, or radioactive substances requiring more than light cleaning for safe handling and process for resale

Cosmetic Condition Descriptions

Broken/Damaged Latches: A broken or damaged latch that holds the CRU devices in place on a notebook. Examples: Battery, Floppy Drive, CD/DVD Drive

LCD: LCD cracked beyond repair

Keys: Missing or damaged keys on a notebook

Excessive Physical Damage: Extensive physical damage that prevents the system from being remarketed

Functional Test Error Descriptions

System Failed to Boot: Occurs when system is completely inoperable, will not power on; or contains a bios password that prohibits DFS from accessing hard drive testing the system.

Missing/Damaged Hard Drive: Occurs when hard drive is defective, missing, or has been replaced by a lower capacity drive.

Missing/Damaged Memory: Occurs when memory is inoperable or missing in any denomination below what was present at lease inception.

Password Locks: All hardware encryption password locks including but not limited to “Find My iPhone”, Computrace, and Developer Mode (Chromebooks) must be removed prior to return of the asset. If the unit is locked upon return, a “No Boot” charge will be issued.

¹ DFS Reserves the right, in its’ sole discretion to determine what constitutes “Normal Wear & Tear”.

² This information is intended as an example and may not be reflective of all items considered to be “Beyond Normal Wear & Tear”. Additionally, items listed under “Normal Wear & Tear” may be considered “Beyond Normal Wear & Tear” based on severity.

DFS Packing Guidelines

- Ensure only those items related to the specific terminating Lease or Lease Schedule are returned to DFS.
 - Due to automated processing and remarketing, DFS may not be able to return to you items shipped to us in error.
- Every box must be identifiable to a specific customer in case of box separation or pallet breakdown
 - All peripheral items (keyboards, mice, cords, AC adapters, docking stations, etc.) may be returned together within the same box(s). NOTE: Monitors are not peripheral items.
 - Failure to comply with these guidelines may result in an irreconcilable RMA and related billings for missing items.
- Affix the Return Materials Authorization (RMA) Number on the outside of each box (the RMA will be found on the packing slip provided by DFS).
- Pack your equipment in a manner that will avoid in-transit damage.
 - Container and packaging materials are left to your discretion, however you will be invoiced for any damaged items outside of "Normal Wear and Tear".
- Carrier must come in a truck with standard dock height of 48 inches (4 feet).

We recommend following these suggested guidelines when returning equipment to reduce or eliminate in-transit damage.

Packing Systems

Single Pack, Laptop, Mobile Workstations, Tablets, and Smart Phones

- Use a sturdy box large enough to surround the unit with packing material.
- Double wrap completely with 1/2" or larger bubble wrap to protect the system and its components.
- Include all peripheral items such as the mouse, keyboard, power cords, adapters, docking stations etc. Fill in gaps with packing paper or crumpled newspaper
- Do not use packaging peanuts.



BEST PRACTICE TIPS:

- Returning a laptop bag? Replace bubble wrap by returning your laptop inside the bag.

Multi-pack, Laptop, Mobile Workstation, Tablet, and Smart Phone:

- Used a sturdy slotted box.
- Place box on a sturdy pallets. Damaged pallets will break during transit.
- Place a sheet of bubble wrap on the bottom of the box and on top prior to sealing.
- Double wrap each notebook completely with 1/2" or larger bubble wrap to protect the system.
- Slide each notebook into the slot vertically so that units are on their edge. Don not stack laptops/tablets horizontally on top of each other.
- Always place corrugated cardboard between layers.
- Make sure box does not exceed pallet edge.
- Do not stack more than 2 layers high.
- Seal box with tape.
- Shrink wrap to pallet.
- Do not use Packaging Peanuts.

Single Pack, Desktop or Workstation system:

- Use a sturdy box large enough to surround the unit with packing material.
- Double wrap completely with 1/2" or larger bubble wrap to protect the system.
- Be sure to include peripheral items such as mice, keyboards, cords etc.
- Fill empty space with newspaper or packing paper
- Do not use Packaging Peanuts

Multi-pack, Desktop or Workstation system:

- Use a sturdy pallet. Damaged pallets can break in transit.
- Place a layer of corrugated cardboard on pallet.
- Double wrap each system with 1/2" or larger bubble wrap to protect the system and its components.
- Lay flat on pallet making sure systems do not hang off the sides of the pallet.
- Stack no more than 60" high to avoid potential pallet tipping & weight damage to the systems on the lower levels.
- Use corrugated cardboard or foam sheets between layers.
- Shrink wrap to pallet to prevent movement of desktops on the pallet.
- Always use banding whenever possible.
- Return all peripheral items i.e. mouse, keyboard, power cords, etc.

**BEST PRACTICE TIPS:**

- Always pack your monitors or flat panels separately from your desktops to avoid in-transit damage.

Single Pack, Flat Panel Monitors:

- Use a sturdy box large enough to surround the monitor with packing material.
- Double wrap monitor with 1/2" or larger bubble wrap.
- Insert in box lying on its side (not on its base/pedestal).
- Make sure base is securely attached. Wrap video & power cords around the monitor base.
- Fill in gaps with packing paper or crumpled newspaper.
- Do not use packaging peanuts.

Multi-pack, Flat Panel Monitors:

- Use a sturdy pallet. Damaged pallets can break in transit.
- Place a layer of corrugated cardboard on pallet.
- Place two layers of large bubble wrap at the bottom of the pallet to minimize damage to LCD screen.
- Wrap video & power cords around the monitor base making sure base is securely attached.
- Double wrap each monitor with 1/2" or larger bubble wrap.
- Lay monitor face down with the base towards the outside of the pallet.
- Make sure monitors do not hang off the side of the pallet.
 - 15 & 17" monitor
 - o Standard size pallet can hold 6 monitors per level. Do not stack more than 3 layers high
 - 19" monitor & larger
 - o Standard size pallet can hold 4 monitors per level. Do not stack more than 2 layers high
- Place one layer of corrugated cardboard & 2 layers of large bubble wrap between layers.
- Shrink wrap to pallet to prevent movement on the pallet.

Single Pack, CRT Monitors

- Use a sturdy box large enough to surround the monitor with packing material.
- Double wrap monitor with 1/2" or larger bubble wrap.
- Insert in box lying on its side (not on its base/ pedestal).
- Make sure base is securely attached.
- Wrap video & power cords around the monitor base.
- Fill in gaps with packing paper or crumpled newspaper.
- Do not use Packing Peanuts

Multi-pack, CRT Monitors:

- Use a sturdy pallet. Damaged pallets can break in transit.
- Place a layer of corrugated cardboard on pallet.
- Wrap video & power cords around the monitor base making sure base is securely attached.
- Double wrap each monitor with 1/2" or larger bubble wrap to protect the monitor & screen.
- Lay monitor on its side making sure they do not hang off the sides of the pallet.
 - a. 15 & 17" monitor
 - o Standard size pallet can hold 6 monitors per level ii. Do not stack more than 3 layers high
 - b. 19 inch monitor & larger
 - o Standard size pallet can hold 4 monitors per level ii. Do not stack more than 2 layers high
- Use corrugated cardboard between layers.
- Shrink wrap to pallet to prevent movement on the pallet.

Single Pack, Printers:

- Use a sturdy box large enough to surround the printer with packing material.
- Remove toner/ink cartridges. Place each in its own plastic bag and seal Note: Failure to remove toner/ink cartridges will result in additional charges.
- Use tape to secure paper drawers/trays and other door openings.
- Double wrap printer with 1/2" or larger bubble wrap.
- Place in box with video and power cables.
- Fill in gaps with packing paper or crumpled newspaper.
- Seal box and ship.
- Do not use Packaging Peanuts.

Multi-pack, Printers:

- Use a sturdy pallet. Damaged pallets can break in transit.
- Place a layer of corrugated cardboard at bottom of pallet.
- Remove toner/ink cartridges. Place each in its own plastic bag and seal Note: Failure to remove toner/ink cartridges will result in additional charges.
- Double wrap each printer with 1/2" or larger bubble wrap and include the video and power cables.
- Place printers of the same size on pallets evenly distributing the weight.
- Make sure product does not overhang off the sides of the pallet.
- Place corrugated cardboard between layers.
- Do not stack more than 3 layers.
- Shrink wrap to pallet to prevent movement.
- Use banding whenever possible.

Single Pack, Projectors:

- Use a sturdy box large enough to surround the projector with packing material.
- Double wrap with 1/2" or larger bubble wrap.
- Place in box with projector bag, remote, video and power cables.
- Fill in gaps with packing paper or crumpled newspaper.
- Seal box and ship
- Do not use Packaging Peanuts

Multi-pack, Projectors:

- Use a sturdy pallet. Damaged pallets can break in transit.
- Place a layer of corrugated cardboard at bottom of pallet.
- Return with projector bag, remote, video and power cables.
- Double wrap each projector with 1/2" or larger bubble wrap.
- Place projectors evenly distributing the weight on the pallet.
- Make sure product does not overhang off the sides of the pallet.
- Place corrugated cardboard between layers.
- Do not stack more than 6 layers.
- Shrink wrap to pallet to prevent movement.
- Use banding whenever possible.

Floor or Free Standing Servers and Storage Devices:

- Floor standing servers should be palletized.
- Wrapped in bubble wrap or some protective material to prevent damaged during transportation.
- They may be stacked 2 high if they are the same size.
- Use triple layer cardboard and bubble wrap between the layers to prevent damage.
- Banding to the pallet is preferred to prevent moving and falling off the pallet during transportation.
- Shrink wrap the entire pallet insuring the equipment is wrapped to the pallet.
- Insure that there is no overhang to prevent any damages.

Rack Mounted Servers and Storage Devices:

- Rack mounted servers and storage devices must be removed from the racks
- Rails may be left on the servers as long as they do not protrude past the pallet edge.
- Servers and storage devices should be wrapped with bubble wrap to prevent damages.
- Devices may be stacked on a pallet insuring there is no overhang to prevent damages.
- Use triple layer cardboard and bubble wrap between the layers to prevent damage.
- They may be stacked up to 4 feet high with no overhang of the pallet. (Weight limits for handling must be considered).
- Banding to the pallet is preferred to prevent moving and falling off the pallet during transportation.
- Shrink wrap the entire pallet insuring the equipment is wrapped to the pallet securely.

Server Racks:

- Everything, including UPS devices, switches and routers should be removed from the racks and shipped separately.
- Wrap the rack in some protective bubble wrap or other protective wrap to prevent damage.
- Empty racks should be placed on a pallet and banded to the pallet to prevent falling over during transportation.
- Shrink wrap the entire pallet insuring the rack is wrapped to the pallet securely.

Blade and Brick Servers:

- Blade and/or Brick servers should be removed from the Enclosure.
- Enclosures must be removed from the Rack.
- Blade and Brick individual servers can be reinstalled into the enclosure before palletizing.
- Palletize but, do not stack.
- Wrap each unit with bubble wrap or other protective wrap to prevent damage.
- Banding to the pallet is preferred to prevent moving during transportation.
- Shrink wrap the entire pallet insuring the equipment is wrapped to the pallet securely.

Large Self Contained Storage Equipment:

(Examples: EMC Symmetrix, EMC Clarion, Dell Power Vault 160T, Teradata, etc.)

- These are self-contained complete units and may be left together.
- Special handling and special transportation equipment is required for these units.
- They must be wrapped extensively to prevent damage during transportation.
- They must be securely strapped inside the truck when transporting to prevent damage.

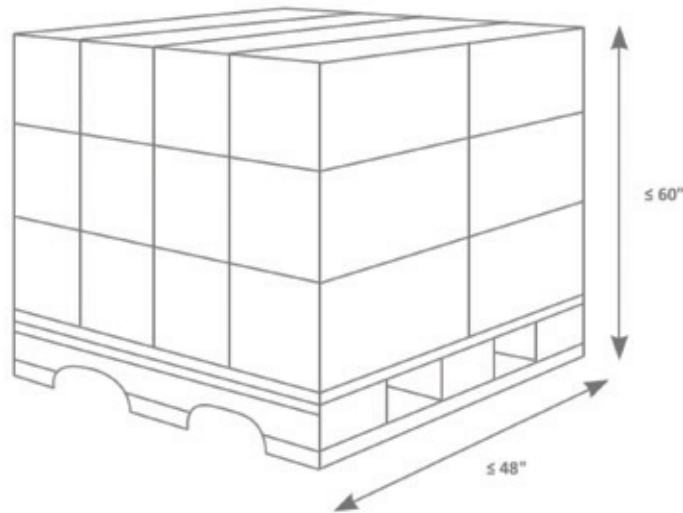
**BEST PRACTICE TIPS:**

- Dock Appointments are “First Come, First Serve”. Contact the Tech Center inbound team as soon as possible as docking appointments are normally booked three days in advance.

Follow these guidelines when palletizing your returning equipment.

When to Palletize

- When pieces fit squarely within the edges of a pallet.
- When height and width of shipment pieces are similar.
- When individual pieces in a load exceed 100 lbs.
- When individual pieces are less than 60" high.
- Do not stack pallets.
- Place equipment on pallets for transportation whenever possible to minimize in-transit damage and processing delays.



How to correctly Palletize

- Place lighter pieces toward the top of the pallet or on the top layer of the pallet secured by shrink-wrap to eliminate or reduce movement.
- Shrink-wrap containers to eliminate or reduce movement when a shipment is not large enough to fill the surface of a pallet.
- Place items on pallet so that the sides of the containers do not overhang the sides of the pallet.
- Do not stack pallets.
- Ensure that the pallet is balanced and properly weighted to eliminate or reduce chances of pallet tipping over during transit.
- Vertically align the edges of boxes.
- Make sure the top is flat.
- Secure items by shrink wrapping to pallet and use banding whenever possible.

Building your Pallet


- Avoid pre-used, old or moisture-exposed fiberboard cartons.
- Do not nail into the end grain of lumber.
- Use three-way locking corners and diagonals to help form a structurally sound open-frame crate.



BEST PRACTICE TIPS:

- Packing Slip will be provided to you once you notify DFS of your intent to return your equipment along with the Returns Material Authorization Number (RMA). Label your pallets with easy to read RMA labels to assure quick reconciliation of your equipment.

Packing Slip Example

|  | | Packing Slip | | MM/DD/YY | | | |
|---|--------------------|---------------------|-------------|---|----------|----------------|--|
| | | Ship To | | Dell Financial Services Processing Center Street Address1 Street Address2 City, State, Zip Code | | | |
| RMA Number | | XXXX | | Contract Number | | 001XXXXXX001 | |
| Expected Return Date | | MM/DD/YYYY | | | | | |
| Order Number | Customer PO Number | Service Tag | Item Number | Description | Quantity | Substitute Tag | |
| 160431334 | PF111222 | GGQQ7 | 220-2815 | 550K GX1/T+INT NIC BASE W/512 | 1 | | |
| | | | 310-0019 | MICROSOFT SYSTEM MOUSE | | | |
| | | | 310-0038 | KYBD, PERFORMANCE MECH, 10 | | | |
| | | | 310-2268 | REDUCED DOCUMENTATION, GX1 | | | |
| | | | 311-0513 | 129MB ECC, SDRAM, 100MHZ, 1 DIMM | | | |
| | | | 311-0519 | 128MB, ECC, RAM, 100 MHZ, 1DIMM, GX | | | |
| | | | 311-0555 | 17/40x, EIDE, CD, GX1 M/T W/INTSN | | | |
| | | | 340-0701 | 3.5 1.44 MB, FACT, MT | | | |
| | | | 340-0740 | 6.4 GB, IDE, 5400 RPM, GX1, M/T 350 | | | |
| | | | 340-0746 | 6.4 GB, EIDE, GX1 M/T, 350+ MHZ, 2N | | | |
| | | | 365-1000 | DPW, ING SVC, STAND, TAG OPTI | | | |
| | | | 420-0387 | NT4 SERVICE PACK 4, OPTIPLEX, EN | | | |
| | | | 430-0118 | 7 SLOT RISER, FX 1T, WOL, ACTIVE, F | | | |
| | | | 67020-52 | 2940 CONTROLLER KIT PNP P CI- | 1 | | |
| | | | | Number of Tags | 1 | | |
| | | | | Number of Items | 2 | | |

Lease Return Services

Packing and Transportation

Focused on improving your internal efficiencies, our Lease Return Services provide you with competitive pricing, and the ability to pre-pay costs. Enjoy the convenience of having your packing materials and labor included at the pick-up. Reduce your financial exposure with coverage for in transit damage.* Spend less time arranging complex transportation logistics and more time focused on your day-to-day activities.

Data Wipe Certification

In today's environment, taking the right steps to help protect data is paramount. Choosing Dell Financial Services' (DFS) Data Wipe Certification will provide you with a certificate of data sanitization for your returned DFS leased assets which have reached lease conclusion. Using our U.S. based asset returns facility, DFS will perform a three-pass overwrite of the data on the hard drive**, removing drive partitions, drive partition tables, and master boot records. Hard drives that fail the 3x process will be destroyed and disposed in such a manner as to meet all applicable local country and state regulatory laws and requirements Data on Data Containing Devices will be Sanitized by Dell or its Partners in compliance with the sanitization methods of Clear, Purge and Destroy as outlined in Table 5-1 of Chapter 5 of the current published version of NIST SP 800-88r1.

**Payment solutions provided to qualified commercial customers by Dell Financial Services (DFS) or through Dell Technologies group companies and/or through Dell's authorized business partners (together with DFS "Dell"). Offers may not be available or may vary by country. Offers may be changed without notice and are subject to product availability, eligibility, credit approval and execution of documentation provided by and acceptable to Dell or Dell's authorized business partners. In Spain, solutions are provided by Dell Bank International d.a.c branch in Spain and in specific countries within the EU, EEA, the UK and Switzerland by Dell Bank International d.a.c, trading as Dell Financial Services which is regulated by the Central Bank of Ireland. Dell Technologies, DellEMC and Dell logos are trademarks of Dell Inc.

* DFS performs visual inspection of equipment at pick-up. Customer remains responsible for pre-existing damage to equipment prior to pick-up.

** No data wipe process leaves a hard drive as free from unreadable residual data as a comparable new hard drive. DFS makes no (i) recommendations regarding the customer's data removal requirements or (ii) representations regarding the effectiveness of one method of data removal over another. All representations and warranties regarding the data wipe process will be contained in a Data Wipe Services Agreement between the customer and DFS. Such Agreement will set forth the full and final agreement between the parties.

FAQ's

These most frequently asked questions should help guide you through a successful end-of-lease process.

Please refer to your Lease agreement for specific lease information.

Q What happens at end of my lease?

A At the end of your lease term, you generally have three end-of-lease options. You may:

- Purchase the equipment for the purchase option price in your Lease;
- Return the equipment; or
- Renew your Lease.

Q When do I notify DFS of my End-of-Lease intent?

A A 90-day written notification prior to your lease expiration date is required unless otherwise specified in your Lease agreement.

Q Where do I send my written notice of intent?

| | | |
|---|-----------------------|------------------------------|
| A Mail to: | Contact: | Call: |
| Dell Financial Services L.L.C. | DFS EOL Coordinator | 1.800.955.3355 and reference |
| Attention: CSG-End-of-Lease | For e-mail address or | your lease schedule and |
| One Dell Way, MS RR2DF-25, Round Rock, TX 78682 | fax number | company's name |

Q What if I cannot make an End-of-Lease decision by my lease expiration?

A DFS will continue to bill you monthly (or your applicable billing period) at your current rent payment until we receive written end-of-lease notification as required by your lease agreement and the equipment is returned.

Q What is my purchase price at end-of-lease?

A Depending on the type of Lease agreement signed and its terms, you may be eligible to purchase your equipment at its Fair Market Value (FMV), a pre-determined fixed purchase amount (usually 10% of original equipment cost) or \$1.00 (full payout lease purchase).

Q How do I receive my End-of-Lease purchase or renewal price?

A In order to obtain your end-of-lease purchase or renewal price, forward your request to your End-of-Lease Coordinator.

Q How do I return my equipment?

A To return your equipment, contact your End-of-Lease Coordinator. Your coordinator will provide you with a Returns Material Authorization (RMA) number, packing instructions and return address. To avoid additional rental invoices, your equipment must be received at the specified DFS return location on or before your lease expiration date.

Q What happens if the asset cannot be located?

A If you cannot locate an asset that is to be returned to DFS, please consult your Lease agreement for your specific information regarding this event. Most Lease agreements contain a Stipulated Loss table or definition outlining your required obligation.

Q Who will pay for return shipping?

A You are responsible for ensuring that your return of the equipment is in compliance with all transportation rules and regulations, including but not limited to those applicable to the transport of lithium batteries.

Q Do I need to keep the original boxes?

A Keeping the original boxes is not required.

Q What if items are missing with the returned equipment?

A You will be invoiced for the fair market value for any items damaged or not returned at end-of-lease.

Q Can DFS arrange for the return of equipment?

A Yes, in most cases. DFS offers fee-based equipment return services that include the packing of the equipment and shipping back to DFS. Contact your End-of-Lease Coordinator for an Equipment Return Services quote.