

## **Consumer Support Services on a subscription basis**

By choosing our Support Services on a subscription basis, you will be assured of the continued availability of support under your service contract with no need to keep track of renewal dates. You may cancel your subscription at any time as detailed in "Cancelling Auto-Renewal" below.

### **Charges and Payments**

Your charges and fees are set forth on your order documentation, including the **Monthly Subscription Charge** (the monthly fee for your Support Services contract, including applicable tax).

Dell will automatically renew your subscription each month until the Eligibility End Date set forth on your order documentation, unless your service expires or is cancelled prior to the Eligibility End Date.

On each renewal date (as set forth on your order documentation), your payment method will be charged the Monthly Subscription Charge. The first renewal date will be approximately one month after your purchase of a Support Services contract on a subscription basis.

You must be current on all payments in order to receive service under your Subscription Support Services contract. You may update your payment information by contacting Dell at the Customer Care Phone Number 0800-587-1456 or using the Dell Digital Locker at [//www.dell.com/support/software](http://www.dell.com/support/software).

### **Cancelling Your Support Services subscription**

Your auto-renewing Support Services Subscription can be canceled any time after activation by contacting Dell at the Customer Care Phone Number 0800-587-1456 or using the Dell Digital Locker at [//www.dell.com/support/software](http://www.dell.com/support/software). To ensure the Monthly Subscription Charge will not be made for the next billable period, You must cancel your Support Services subscription at least two (2) days prior to the renewal date.

Cancelling your subscription does not automatically cancel your Support Services contract. Instead, your service contract will expire at the end of the current month of service for which you have paid.

### **Support Services Contract Terms**

You may find the terms of your service contract by visiting [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts), choosing your region and country and selecting the terms for the service that you purchased. Upon expiration or cancellation of your service contract, your subscription and any applicable billing plans will terminate as well.