

AN INTRODUCTION TO DELL STUDENT PURCHASE PROGRAM (SPP)



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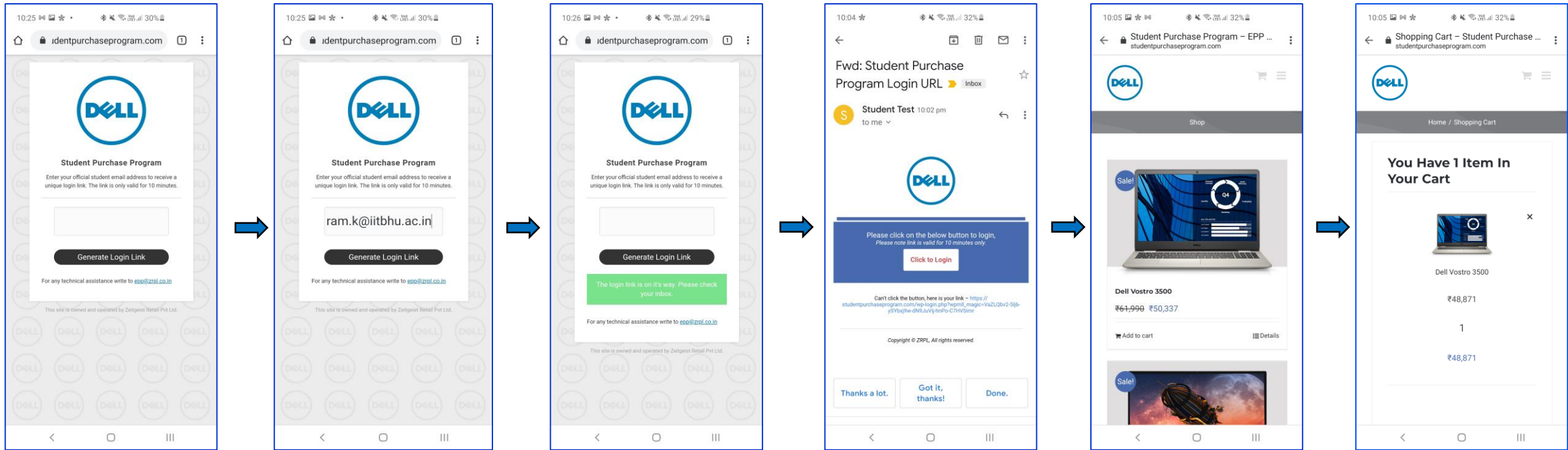
- Dell would like to enable students at Indian Schools, Colleges & Universities to purchase Dell laptops at a discounted price, for their own use.
- The products offered will be updated from time-to-time, to ensure that the offerings are in line with market demands.
- These discounted prices (offered exclusively to Students of eligible institutions) are not available to the General public. Therefore, these laptops may not be resold.

ORDERING PROCESS

- Students from eligible institutions need to visit www.studentpurchaseprogram.com and enter the email ID issued by their college / institute.
- After authentication, the website will send an email with the Login Link to the students email ID. On clicking the link, student will be granted access to the online ordering platform.
- Student may then proceed to order a product of their choice, make the payment through Online Payment Gateway, and receive delivery at their chosen address (like any other Online purchase).

Note: www.studentpurchaseprogram.com website is operated by Zeitgeist Retail Pvt Ltd (ZRPL), an authorized reseller of Dell. ZRPL is a service provider for Online processing of Student orders. Dell will invoice and deliver the laptop directly to the delivery address, within India.

EXAMPLE OF STUDENT'S JOURNEY ON THIS PLATFORM



Students enter address <https://studentspurchaseprogram.com> on their web browser.

Students enter their email ID issued by their college / institute

System authenticates validity of email domain and sends Login link directly to their Student's email ID

Students will find an email link to the Dell SPP store in their student email inbox.

On clicking the link, student is directed to the Dell SPP store. Without a valid link, students cannot access the Dell SPP store.

Student chooses the laptop, checks out and makes payment like any online store. Product is delivered directly to the student by Dell.

THANK YOU!

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Frequently asked Questions (F.A.Q's)

Q. Are these new / genuine laptops?

A. Yes. All laptops are manufactured and shipped directly by Dell.

Q. What is the warranty coverage on these laptops?

A. All laptops include a minimum 1 yr. On-site warranty. Some laptops may also include Premium support, Accidental Damage Protection, or even 3 yr. warranty. Please check the product specifications to know exact warranty applicable.

Q. What is delivery lead time after ordering?

A. Depending on the laptops model, lead time varies between 1-3 weeks. Please check the lead time details for your specific laptop model on the website, at the time of ordering.

Q. Can I buy through EMI?

A. Yes, EMI options are enabled through various credit cards.

Q. Is a C.O.D. (Cash-on-delivery) option available?

A. No. COD option is not available from Dell at this time.

Q. How do the prices compare against other sellers (i.e. Amazon)?

A. Products are being made available to students at the best price. In fact, price offered to students under this program is better than what is available while buying directly from Dell.

Q. Any exchange offers available?

A. No. At this time, exchange offers are not available.

Q. What accessories are included with the laptop? What software is included?

A. All laptops include a licensed version of Windows and Microsoft Office. Laptops may also include Anti-Virus software, and accessories like a back-pack. Please check the product specifications to know exact software and accessories included.

Q. Will I get an invoice in my name with this purchase?

A. Yes.

Q. Are the products returnable?

A. No. Products purchased under this this program are not returnable. However, any manufacturing defects will be covered by Dell and support will be provided.

Q. Can I extend warranty after purchase?

A. Yes. Subject to Dell's terms and conditions, warranty may be extended while the laptop is within warranty, upto a maximum of 3/5 years (depending upon the model).

Q. Can I buy multiple laptops under this program?

A. At this time, students may purchase only one laptop each for their own use.

Q. I there a phone number or email ID I can reach out to, to clarify further?

A. Please contact spp@zrpl.co.in or +91-9606397001 for any clarification regarding this program.