



## A quote for your consideration.

Based on your technology needs, we put the following quote together to help with your purchase decision. Your quote details appear below, also a complete summary of your items can be found in the attachment.

To retrieve this eQuote online, log in to your **Dell Premier Page** and search for your eQuote number under "Quotes" in the top menu bar.

Quote No.:	3400005004606
Total (GBP):	Redacted S43(2)
E-Quote Name:	Librarv
E-Quote Creator:	Ceredigion official 10
Quoted On:	25/01/2024
Expires By:	24/02/2024

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Company Name:	-
Customer Number:	-
Premier Page Name:	Ceredigion (LEA)

### Billing Address:

-

United Kingdom

### How To Pay:

Dell Corporation Limited  
Branch name: Barclays Bank  
A/c # 30212555  
Sort Code: 200000  
Swift code: BARCGB22  
IBAN: GB33BARC20000030212555

## Pricing Summary

	Tax Type	Qty	List Price	Unit Price	Subtotal
1. OptiPlex Small Form Factor (7010)		10		Redacted	
2. OptiPlex Small Form Factor (Plus 7010)		10		S43(2)	
3. Dell Monitor P2423D		10			
					Subtotal:
					Shipping:
					VAT:
					Total (GBP):

### Shipping Address:

Ceredigion LEA  
Hawys Evans  
Canolfan Rheidol  
Rhodfa Padarn  
SY23 3UE, Llanbadarn Fawr  
Great Britain

### Shipping Method:

Standard Shipping

## Product Details

	Tax Type	Qty	Unit Price	Subtotal
1. OptiPlex Small Form Factor (7010) (210-BFZE)		10	Redacted	
Premier discount			S43(2)	
Estimated delivery if purchased today: 02/02/2024				

Module	Description	SKU	Tax Type	Qty
<b>Components</b>				
OptiPlex Small Form Factor (7010)	OptiPlex Small Form Factor (7010)	210-BFZE		1
Processor	13th Gen Intel® Core™ i5-13500 (24 MB cache, 14 cores, 20 threads, 2.50 GHz to 4.80 GHz Turbo, 65 W)	338-CHBS		1
Operating System	Windows 11 Pro, Natl Aca STANDARD, K12 EDU only. MSFT LOE Approval req'd. ENG,NL,FR,DE,IT MUI	619-AQGZ		1
Windows AutoPilot	No AutoPilot	340-CKSZ		1
Memory	8 GB: 1 x 8 GB, DDR4	370-AGFP		1
Storage	256 GB, M.2 2230, PCIe NVMe, SSD, Class 35	400-BOQJ,773-BBBC,412-AAQT		1
Speakers	Internal Speaker	520-AARD		1

Graphics	Intel® Graphics	490-BBFG	1
Optical Drive	No Optical Drive	429-ABKF	1
Wireless	No Wireless LAN Card (no WiFi enablement)	555-BBFO	1
Power Cord	UK Power Cord	450-AANJ	1
Documentation	English, French, German, Italian, Dutch Shipping Docs	340-ACCX	1
Placemat	Quick Start Guide, OptiPlex Small Form	340-DDFL	1
Bundle	Commercial GCTO Configuration	486-79374	1
Additional Hard Drive	No Additional Hard Drive	401-AANH	1
Keyboard	Dell Multimedia Keyboard-KB216 - UK (QWERTY) - Black	580-ADDF	1
Mouse	Dell Optical Mouse-MS116 - Black	570-ABJO	1
System Monitoring Options	System Monitoring not selected in this configuration	817-BBSI	1
Wireless Driver	None	340-AFMQ	1
Serial Port Adapter	No PCIe add-in-card	492-BBFF	1
Additional Video Ports	No Additional Video Ports	492-BCKH	1
Add-in Cards	No Additional Add In Cards	382-BBHX	1
Adapter	No Additional Cable	379-BBCY	1
Chassis Options	OptiPlex Small Form with 180W Bronze Power Supply, WW	329-BHPH	1
Systems Management	No Out-of-Band Systems Management	631-ADPH	1
Operating System Recovery Options	Recovery USB Media Not Included	620-AAOH	1
Order Information	Dell Order	799-AANV	1
EPEAT 2018	EPEAT 2018 Registered (Silver)	379-BDTO	1
ENERGY STAR	ENERGY STAR Qualified	387-BBLW	1
EAN/UPC Labels	No UPC Label	389-BDCE	1
TPM Security	Trusted Platform Module (Discrete TPM Enabled)	329-BBJL	1
Shipping Material	OptiPlex Small Form Factor Packaging and Labels	328-BDMI,328-BDMG	1
FGA Module	Custom BTO Configuration	817-BBCE	1
Optical Software	No CyberLink Media Suite Essentials	632-BBBJ	1
Label	Regulatory Label for OptiPlex Small Form 180W, EMFP	389-EFMI	1
Processor Label	Intel® Core™ i5 Processor Label	340-CUEW	1
Hard Drive Cables and Brackets	M.2 Caddy	575-BBKX	1
Transportation from ODM to region	Desktop Standard shipment	800-BBIO	1
Pricing Information	Flex Catalog Config 01, Opti Small Form	610-BCMZ	1
Intel Responsiveness Technologies	SW Driver, Intel Rapid Storage Technology, OptiPlex Small Form	658-BFQF	1
Chassis Intrusion switch	Chassis Intrusion Switch	461-AAJL	1
Dell Services: Extended Service	Basic Onsite Service after remote diagnosis with Hardware-Only Support, 60 Month(s)	199-BIKO	1
Dell Services: Hardware Support	Basic Onsite Service after remote diagnosis with Hardware-Only Support, 12 Month(s)	709-BCXM	1
Microsoft Office	No Microsoft Office License Included 30 day Trial Offer Only	630-ABBT	1

Security Software No anti-virus software  
and PC Protection  
Software Stack Dell Additional Software

650-AAAM

1

658-BFPY

1

2. **OptiPlex Small Form Factor (Plus 7010)  
(210-BFZD)**

Premier discount

Estimated delivery if purchased today: 02/02/2024

Tax Type

Qty

Unit Price

Subtotal

10

Redacted  
S43(2)

Module	Description	SKU	Tax Type	Qty
<b>Components</b>				
OptiPlex Small Form Factor (Plus 7010)	OptiPlex Small Form Factor (Plus 7010)	210-BFZD		1
Processor	13th Gen Intel® Core™ i5-13600 (24 MB cache, 14 cores, 20 threads, 2.70 GHz to 5.00 GHz Turbo, 65 W)	338-CHCD		1
Operating System	Windows 11 Pro, Natl Aca STANDARD. K12 EDU only. MSFT LOE Approval req'd. ENG,NL,FR,DE,IT MUI	619-AQGZ		1
Windows AutoPilot	No AutoPilot	340-CKSZ		1
Memory	16 GB: 1 x 16 GB, DDR5	370-AGWV		1
Storage	512 GB, M.2 2230, PCIe NVMe, SSD, Class 35	400-BOQM,773-BBBC,412-AAQT		1
Speakers	Internal Speaker	520-AARD		1
Graphics	Intel® Graphics	490-BBFG		1
Optical Drive	No Optical Drive	429-ABKF		1
Wireless	Intel® Wi-Fi 6E AX211, 2x2, 802.11ax, Bluetooth® wireless card, external antenna	555-BHDU,555-BHDW		1
Network Adapters (NIC)	No Additional Network Card Selected (Integrated NIC included)	555-BBJO		1
Power Cord	UK Power Cord	450-AANJ		1
Documentation	English, French, German, Italian, Dutch Shipping Docs	340-ACCX		1
Placemat	Quick Start Guide, OptiPlex SFF Plus	340-DDFN		1
Bundle	Commercial GCTO Configuration	486-79374		1
Additional Hard Drive	No Additional Hard Drive	401-AANH		1
3rd Hard Drive	No Additional Hard Drive	401-AANH		1
Keyboard	Dell Multimedia Keyboard-KB216 - UK (QWERTY) - Black	580-ADDF		1
Mouse	No Mouse Selected	570-AAAF		1
System Monitoring Options	System Monitoring not selected in this configuration	817-BBSI		1
Wireless Driver	Wireless Driver, Intel® AX211 Wi-Fi 6E (6Ghz) 2x2, Bluetooth	555-BIJL		1
Serial Port Adapter	No PCIe add-in-card	492-BBFF		1
Additional Video Ports	No Additional Video Ports	492-BCKH		1
Add-in Cards	No Additional Add In Cards	382-BBHX		1
Adapter	No Additional Cable	379-BBCY		1

Additional Storage No Media Card Reader		379-BBHM	1
Devices - Media Reader			
Chassis Options	OptiPlex Small Form Plus with 260W Bronze Power Supply, WW	329-BHPJ	1
Systems Management	Intel vPro® Enterprise	631-ADPF	1
Operating System Recovery Options	Recovery USB Media Not Included	620-AAOH	1
Order Information	Dell Order	799-AANV	1
EPEAT 2018	EPEAT 2018 Registered (Silver)	379-BDTO	1
ENERGY STAR	ENERGY STAR Qualified	387-BBLW	1
EAN/UPC Labels	No UPC Label	389-BDCE	1
TPM Security	Trusted Platform Module (Discrete TPM Enabled)	329-BBJL	1
Shipping Material	OptiPlex Small Form Factor Packaging and Labels	328-BDMI,328-BDMG	1
FGA Module	Custom BTO Configuration	817-BBCE	1
Optical Software	No CyberLink Media Suite Essentials	632-BBBJ	1
Label	Regulatory Label for OptiPlex Small Form Plus 260W/300W, EMFP	389-EFMH	1
Processor Label	Intel Core i5 vPro Enterprise Processor Label	389-EDDQ	1
Hard Drive Cables and Brackets	M.2 Caddy	575-BBKX	1
Raid Connectivity	NO RAID	817-BBBN	1
Transportation from ODM to region	Desktop Standard shipment	800-BBIO	1
Pricing Information	Flex Catalog Config 01, Opti Small Form Plus	610-BCMx	1
Intel Responsiveness Technologies	SW Driver, Intel Rapid Storage Technology, OptiPlex Small Form	658-BFQF	1
Dell Services:Extended Service	Basic Onsite Service after remote diagnosis with Hardware-Only Support, 60 Month(s)	199-BIKL	1
Dell Services:Hardware Support	Basic Onsite Service after remote diagnosis with Hardware-Only Support, 36 Month(s)	709-BCGE	1
Microsoft Office Security Software and PC Protection	No Microsoft Office License Included 30 day Trial Offer Only	630-ABBT	1
Software Stack	No anti-virus software	650-AAAM	1
	Dell Additional Software	658-BFPY	1

	Tax Type	Qty	Unit Price	Subtotal
3. Dell Monitor P2423D (210-BDEG)		10		

Premier discount

Estimated delivery if purchased today: 30/01/2024

Module	Description	SKU	Tax Type	Qty
<b>Components</b>				
Base	Dell 24 Monitor - P2423D - 60.5cm (23.8")	210-BDEG		1
Cable	C13 Power Cord 250V 1.8M UK	450-ABCJ		1
Order Information	Dell Monitor Order - EMEA	800-10243		1

Service	3Y Basic Hardware Service with Advanced Exchange after remote diagnosis	709-17960	1
Protect your Purchase	3Y Basic Hardware Service with Advanced Exchange after remote diagnosis-No Warranty Upgrade	710-10844	1

Purchase Order Number: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

CONNECT WITH DELL:



## Quote Terms

This Quote will, if Customer issues a purchase order for the quoted items that is accepted by Supplier, constitute a contract between the entity issuing this Quote ("Supplier") and the entity to whom this Quote was issued ("Customer"), on the basis of the Governing Terms defined below. Unless otherwise stated herein, all prices are net of VAT (which will be invoiced at the applicable statutory rate) and are valid for thirty days from the date of this Quote. Supplier reserves the right to cancel this Quote (and/or the corresponding purchase) as a result of any pricing errors. Additional freight charges may be applied if Customer requests expedited shipping.

**Governing Terms:** This Quote is subject to:

• A separate written agreement between Customer (or Customer's affiliate) and Supplier (or Supplier's affiliate) to the extent that it expressly applies to the quoted items in this Quote;

or, to the extent there is no such agreement, to the applicable set of Dell's Terms of Sale that are available as follows:

• For commercial end users: <https://www.dell.com/learn/uk/en/ukcorp1/terms-of-sale-commercial-and-public-sector-terms-of-sale>

• For distributors or resellers: [www.dell.com/learn/uk/en/ukcorp1/terms-of-sale-reseller](http://www.dell.com/learn/uk/en/ukcorp1/terms-of-sale-reseller)

• For OEM customers: [https://www.dell.com/learn/uk/en/ukcorp1/legal\\_terms-conditions\\_dellgrmwebpage/oem-uk?c=uk&l=en&s=corp&cs=ukcorp1](https://www.dell.com/learn/uk/en/ukcorp1/legal_terms-conditions_dellgrmwebpage/oem-uk?c=uk&l=en&s=corp&cs=ukcorp1)

• For cloud/as-a-Service offerings, the applicable cloud terms of service, identified on the Offer-Specific Terms ([www.dell.com/offeringspecificterms](http://www.dell.com/offeringspecificterms)).

And

• The terms stated or referenced herein

(collectively, the "**Governing Terms**").

Different Governing Terms may apply to different products and services on this Quote. The Governing Terms apply to the exclusion of all terms and conditions incorporated in or referred to in any documentation submitted by Customer to Supplier.

**Transfer of risk and title:** Notwithstanding anything to the contrary in the Governing Terms, title, possession and risk of loss for hardware products purchased by Customer shall not pass to Customer before arrival of the hardware at the location detailed in this Quote as the address to which Dell will ship such products. The same applies to media on which software purchased by Customer is provided outside of a Transformational License Agreement or similar enterprise licensing arrangement.

**Supplier Software Licenses and Services Descriptions:** Customer's use of any Supplier software is subject to the license terms accompanying the software, or in the absence of accompanying terms, the applicable terms posted on [www.Dell.com/eula](http://www.Dell.com/eula). Descriptions and terms for Supplier-branded standard services are detailed at [www.dell.com/servicecontracts/global](http://www.dell.com/servicecontracts/global) or, for certain Infrastructure products, at [www.dell.com/en-us/customer-services/product-warranty-and-service-descriptions.htm](http://www.dell.com/en-us/customer-services/product-warranty-and-service-descriptions.htm).

**Offer-Specific, Third Party and Program-Specific Terms:** Customer's use of third-party software is subject to the license terms that accompany the software. Certain Supplier-branded and third-party products and services listed on this Quote are subject to additional, specific terms stated on [www.dell.com/offeringspecificterms](http://www.dell.com/offeringspecificterms).

**In case of Resale only:** Should Customer procure the quoted items for resale, whether on a standalone basis or as part of a solution, Customer shall include the applicable software license terms, services terms, and/or offer-specific terms in a written agreement with the end-user and provide written evidence of doing so upon receipt of request from Supplier.

**In case of Financing only:** If Customer intends to enter into a lease or other financing arrangement ("**Financing Agreement**") for the quoted items with Dell Financial Services or other funding source pre-approved by Supplier ("**Funder**"). Customer may so notify Supplier and issue its purchase order to Supplier. In this case, Supplier will deliver the quoted items to Customer and invoice Funder upon confirmation from Funder. If a Finance Agreement is agreed between Customer and Funder in the form of a lease, Customer's rights to use the products are, as between Customer and Funder, subject to the terms of the Financing Agreement and, as between Customer and Supplier, the provisions of the Governing Terms to the extent they are compatible with the legal nature of a lease obtained from a third party funder. This means, in particular, that warranties, indemnities, damages and limitations of liability and, unless otherwise agreed in the Financing Agreement, license terms of the Governing Terms will apply, while terms on transfer of title, payment and rights to return, to rescind or to refunds will not apply. The foregoing shall be deemed to fully satisfy any obligation of Funder to extend to Customer benefits given by Supplier.

In case Supplier is notified (by Funder or by Customer) that Customer is no longer pursuing a Financing Agreement for these items, the transaction shall be considered a sale and Customer shall pay Supplier according to the Governing Terms.

Electronically linked terms and descriptions are available in hard copy upon request.

# Dell Commercial Terms of Sale for the United Kingdom

## 1. Introduction.

**1.1 Scope.** These Commercial Terms of Sale ("CTS") govern Customer's procurement and Supplier's provisioning of Products and Services (collectively "Offerings") unless there is a master agreement in place between Customer and Supplier that covers the relevant Offerings. Offerings comprise of "Dell" or "Dell EMC" branded Products and Services as well as certain Third-Party Offerings in accordance with Section 9 that Supplier may offer from time to time. References to "Customer" shall mean the entity ordering the Offerings and references to "Supplier" shall mean Dell Corporation Limited or such other Dell legal entity as may be specified in the Quote or Order. The Offerings are solely for Customer's internal business use; if Customer wishes to resell Offerings, procure Offerings as an OEM customer, or for the purposes of its personal use as a consumer, alternative terms and conditions apply (see [www.dell.co.uk/terms](http://www.dell.co.uk/terms)).

**1.2 Products and Services.** "Products" are either (i) Supplier provided IT hardware products ("Equipment") or (ii) Supplier provided generally available software, whether microcode, firmware, operating systems or applications ("Software"). "Services" are Supplier's standard service offerings for maintenance and support of Products ("Support Services") or consulting, deployment, implementation, education and any other services that are not Support Services ("Professional Services").

**1.3 Affiliates.** In these CTS, "Affiliate" means, with respect to Customer, any other entity that directly or indirectly controls, is owned by, controlled by or under common ownership or control with Customer, and with respect to Supplier, Dell Inc. and its wholly-owned or wholly-controlled subsidiaries; "control" means more than 50% of the voting power or ownership interests.

## 2. Quoting and Ordering.

**2.1 Process.** Customer may request to procure Offerings by either: (i) issuing a Customer purchase order that references a "Quote" (a Supplier issued document detailing specification and price of Offerings) previously issued by Supplier; or (ii) ordering through either [www.dell.com](http://www.dell.com) or other online or telephone process (in which case details of the Offering and its price communicated to Customer during such order process shall be considered the "Quote"). Quoted prices are effective until the expiration date of the Quote but may change due to shortages in materials or resources, increase in the cost of manufacturing, or other factors. Orders are subject to acceptance by Supplier; unless Supplier has otherwise accepted Customer's order (e.g. through an order confirmation), shipment of Products or commencement of Service delivery, respectively, shall be deemed Supplier's acceptance of Customer's order. Each Supplier-accepted order is hereinafter referred to as an "Order" and forms a single contract between Supplier and Customer. Supplier may split an Order into separate transactions, each of which will form an Order. Orders are subject to availability and are cancellable only by Supplier except as expressly permitted in a Quote. Supplier reserves the right to cancel Orders affected by a pricing, typographical or other error.

**2.2 Product and Service Specific Terms.** Scope and details of Product and Service-specific terms are specified in the applicable description / terms that are (i) attached to or referred in a Quote, or (ii) made available at the applicable then-current Supplier website for Product or Service-specific terms (accessible at [www.dell.com/offerspecifict/terms](http://www.dell.com/offerspecifict/terms)). Such standard descriptions or terms are from time to time referred to as "Service Description(s)", "Product Notices" or "Service Briefs". The version of the applicable document that is effective as of the date of the applicable Quote, shall be deemed incorporated into the Order and shall prevail over the terms of these CTS in case of any conflict. Scope and details of customized Services not covered by such a standard description shall be documented in a mutually agreed Statement of Work ("SOW").

**2.3 Exclusion of General Terms and Conditions, Order of Precedence.** These CTS including the documents referenced herein shall apply to the exclusion of all other general terms and conditions incorporated in or referred to in any documentation submitted by Customer to Supplier. The terms stated on the Quote itself shall prevail over the terms of these CTS in case of any conflict.

**2.4 Revision of Offerings.** Supplier may revise its Offerings, including after Customer places an Order but prior to Supplier's shipment or performance. As a result, Offerings Customer receives may differ from those ordered, as long as they still substantially meet or exceed the specifications as per the documentation of the originally ordered Product or Service.

## 3. Product Delivery.

**3.1 Shipment.** Unless otherwise agreed, Supplier shall arrange for shipment of the ordered Products to the delivery address agreed for the Order, through a common carrier designated by Supplier. Delivery dates are indicative. Software may be provided by Delivery of physical media or through electronic means, in which case "Delivery" of Software occurs when Supplier notifies Customer that Software is available for electronic download. Customer shall notify Supplier within 21 days of the invoice date if Customer believes any Product included in its Order is missing, wrong, or damaged, and shall ensure that the intended installation site meets the specifications as per the product documentation.

**3.2 Transfer of Risk and Title.** Risk of loss for Products transfers to Customer upon Delivery. "Delivery" shall have occurred: (i) for Equipment or Software delivered through physical media: once it has arrived at the agreed delivery address; (ii) for Software delivered electronically or through a Transformational License Agreement or similar enterprise license arrangement, once Supplier has made it available for download and has notified Customer thereof and/or has sent out activation codes to Customer where required to use the Software. Title to sold Equipment passes to Customer upon the later of (a) Delivery or (b) receipt of full payment according to Section 3.3 (Retention of Title).

**3.3 Retention of Title.** In order to secure Supplier's rights to receive payment for the Equipment, Supplier retains title in the Equipment until full payment is received and, until that time, Customer will:

A. Hold the Equipment on a fiduciary basis as Supplier's bailee and shall not pledge or in any way charge by way of security for any indebtedness any of the Products;

B. Ensure that the Equipment remains readily identifiable as Supplier's property;  
C. Not destroy, deface or obscure any identifying mark on the Equipment; and  
D. Maintain the Equipment in satisfactory condition. **3.4 Acceptance.** All Products will be deemed to be accepted upon Delivery. Notwithstanding such acceptance, Customer retains all rights and remedies under the warranty terms in Section 7.

## 4. Software Licenses.

Customer's rights to use the Software delivered by Supplier are governed by the terms of the applicable end-user license agreement. Unless different terms have been agreed between the parties, the terms posted on [www.dell.com/eula](http://www.dell.com/eula) ("EULA") shall apply. Supplier will provide a hard copy of the applicable terms upon request. For certain Software offerings, license terms are included in the product-specific terms stated in Section 2.2. Unless expressly otherwise agreed, microcode, firmware or operating system software required to enable the Equipment with which it is shipped to perform its basic or enhanced functions, is licensed for use solely on such Equipment.

## 5. Services.

### 5.1 Support Services.

A. Scope and Term. Supplier shall provide Support Services in accordance with the applicable Service Description or Product Notice (see Section 2.2), for the (initial or renewal) period agreed in the applicable Order. Unless otherwise agreed therein, the initial Support Services procured together with the Product start on the commencement date of the warranty period (as specified in Section 7.1).

B. Support Availability and Release Cycles. Availability of Support Services is governed by Supplier's "End-of-Service-Life" policies, to be made available to Customer upon request. Subject to such policies, Support Services for Software apply to the current and the immediately prior release of the Software.

C. Limitations. Support Services do not cover any of the following: (i) problems that are excluded from warranty coverage according to Section 7 below; (ii) problems that cannot be reproduced at Supplier's facility or via remote access to Customer's facility; (iii) providing media replacement, operating supplies, cosmetic accessories or parts such as frames, and cover or support on those items; (iv) repairing damage or defects in Equipment that are purely cosmetic and do not affect device functionality.

D. Maintenance Tools and Spare Parts. Supplier may, at its discretion, store tools and spare parts used by Supplier to perform diagnostic or remedial activities in connection with Products at the Customer's site or on Customer's systems, and Customer agrees that such are for use only by Supplier authorized personnel and further authorizes Supplier to remove and/or disable them when no longer needed by Supplier to provide its Services.

E. Replacements. All replaced Equipment or components thereof shall be returned to Supplier and become the property of Supplier upon Customer's receipt of the corresponding replacement, unless specifically agreed otherwise in an Order; if Customer does not return a replaced component or Equipment within 15 days after receipt of Supplier's request, then Customer must pay Supplier at the then-current spare parts list price for the Equipment or portions that Customer has failed to return. If Supplier determines that a component of a defective Equipment product is "customer-replaceable", i.e. one that is easily disconnected and reconnected, or if the Supplier analyst determines that the Equipment should be replaced as a whole, Supplier reserves the right to send Customer a component or whole replacement Equipment for exchange.

F. Data Responsibility. Supplier shall not access or use any Customer production data stored on the Products, unless Customer has exceptionally and expressly authorized Supplier to do so. Unless a data deletion service is expressly ordered from Supplier, Customer is responsible for removing all information and data stored on replaced parts, or on any other Products returned to Supplier. Supplier will not restore any data or software removed from returned Products.

G. Customer-Initiated Changes. If Customer intends: (i) to relocate Equipment to a different installation site (where applicable to the Product, e.g. infrastructure products); (ii) to change the hardware configuration on its own; or (iii) to deny the activation or to disable remote support features of a Product, Customer shall notify Supplier in advance. Where any of such action limits Supplier's ability to provide Support Services for the affected Product or increases the Supplier's cost of providing Support Services, Supplier is entitled to make the continuation of Support Services dependent on Customer paying a reasonable adjustment of the ongoing fees and a reasonable charge for any re-certification services Supplier reasonably considers necessary for continued support; agreed proactive support capabilities, response times, or other service levels may no longer apply.

### 5.2 Professional Services.

A. Scope of Services. Supplier shall provide Professional Services including any Deliverables (as defined below) in accordance with the applicable Service Description, SOW (see Section 2.2) or other agreed documentation containing the specifics of such services ("Service Specification"). Professional Services are provided as a separate and independent service even if mentioned together with the sale or licensing of Products by Supplier in the same Order. Supplier is not providing legal or regulatory advice in any Professional Services.

B. Grant of License Rights in Deliverables. "Deliverables" means any reports, analyses, scripts, code, or other work results that Supplier delivers to Customer within the framework of fulfilling obligations under a Service Specification. "Proprietary Rights" mean all patents, copyrights, trademarks, trade secrets, or other intellectual property rights of a party. Subject to Customer's compliance with the terms of these CTS and any applicable Service Specification, Customer's payment of applicable amounts due, and Supplier's Proprietary Rights in any underlying intellectual property incorporated into any Deliverables or used by Supplier to perform Professional Services, Supplier grants Customer a non-exclusive, non-transferable, revocable (in case of non-payment, or any breach of these CTS or any

applicable Service Specification) license to use (without the right to sublicense) the Deliverables provided by Supplier for Customer's internal business purposes, only and solely in accordance with the applicable Service Specification and subject to these CTS. Customer may authorize its service providers to use the Deliverables, but solely on Customer's behalf, solely for Customer's internal business purposes, and Customer shall be responsible for service provider's compliance with these restrictions. Supplier reserves for itself all Proprietary Rights that it has not expressly granted to Customer herein. The license granted in this Section 5.2 B does not apply to: (i) any Products; or (ii) items licensed or otherwise provided under a separate agreement. Supplier is not limited in developing, using, or marketing services or products that are similar to the Deliverables or Professional Services provided hereunder, any Service Specification, or, subject to Supplier's confidentiality obligations to Customer, in using the Deliverables or performing similar Professional Services for any other projects.

**5.3 Customer Responsibilities.** At no charge to Supplier, Customer shall: (i) provide Supplier personnel with timely access to appropriate facilities, space, power, documentation, files, data, information, additional software (if needed); (ii) use skilled and authorized Customer personnel to assist and cooperate with Supplier in the provision of the Services as reasonably requested by Supplier; (iii) be responsible for physical and network security and all conditions in its business necessary for due performance of Services; (iv) allow Supplier remote and onsite access to the Products and Customer's Infrastructure environment, as required; and (v) where applicable, promptly notify Supplier when Products fail and provide Supplier with sufficient details of the failure such that the failure can be reproduced by Supplier. For Professional Services, further details may be set forth in the Service Specification.

**5.4 Termination of Services.** Either party may terminate Services only for material breach by the other party if such other party has failed to cure such a breach within a reasonable grace period of no less than 30 days set by the other party in writing.

## **6. Invoicing and Payment.**

**6.1 Invoicing.** Supplier shall invoice the price of the Offerings plus any applicable charges to Customer in the currency agreed in the Order. Supplier may invoice parts of an Order separately or together in one invoice.

**6.2 Payment Terms.** Customer shall pay Supplier's invoices in full and in the same currency as Supplier's invoice 30 days after the date of the invoice, with interest accruing after the due date at a rate of 8 per cent above the Bank of England base rate. Such payment terms are subject to regular credit checking by Supplier. In case of Customer's default in payment Supplier shall, until arrangements as to payment or credit have been established, be entitled to: (i) cancel or suspend its performance of such Order and/or (ii) withhold performance under these CTS.

**6.3 Taxes.** The charges due under each Order are exclusive of, and Customer shall pay or reimburse Supplier for all, value added taxes (VAT), sales, use, excise, withholding, personal property, goods and services and other taxes, governmental fees, levies, customs and duties resulting from Customer's purchase, except for taxes based on Supplier's net income, gross revenue, or employment obligations. If Customer qualifies for a tax exemption, Customer must provide Supplier with a valid certificate of exemption or other appropriate proof of exemption within 1 week of the date of Customer's Order. If Customer is required to withhold taxes, then Customer will within 60 days of remittance to the applicable tax authority provide Supplier with satisfactory evidence (e.g. official withholding tax receipts) that Customer has accounted to the relevant authority for the sum withheld or deducted, otherwise Supplier will charge Customer for the amount that Customer has deducted for the transaction.

## **7. Warranty.**

**7.1 Product Warranty.** Supplier warrants that Equipment, under normal usage and with regular recommended service, will be free from material defects in material and workmanship, and that Equipment and Software will perform substantially in accordance with the corresponding standard Product Notice or other product documentation issued by Supplier. Customer must promptly notify Supplier of any warranty claims within the warranty period. Unless otherwise agreed in the Order the warranty period is 12 months for Equipment and 90 days for Software, commencing upon the date of invoice. Equipment upgrades are warranted until the end of the warranty period for the Equipment into which such upgrades are installed. Supplier does not warrant that Products meet customer-specific requirements. Supplier does not warrant that the operation of Software shall be uninterrupted nor error free, nor that all defects can be corrected. Dell Services do not affect a Customer's statutory warranty entitlement.

**7.2 Customer's Remedies.** Supplier's entire liability under the warranties for Products described in Section 7.1 shall be for Supplier, at its option and cost, to repair or to replace the affected Product, and, if Supplier is unable to effect such within a reasonable time, then Supplier will refund the amount Customer paid for the affected Product as depreciated on a straight-line basis over a five year period, upon return of such Product to Supplier.

**7.3 Services.** Supplier will perform Services in a workmanlike manner in accordance with generally accepted industry standards. Customer must notify Supplier of any failure to so perform within ten days after the date on which such failure first occurs. In such case, Supplier will use reasonable efforts to correct such failure within a reasonable period of time. If, after reasonable efforts, Supplier is not able to correct such deficiencies for reasons for which Supplier is responsible, then Customer may terminate the affected Services for cause by providing written notice to Supplier.

**7.4 Limitations.** Warranties in respect of Offerings do not cover problems that arise from: (i) accident or neglect by Customer or any third party; (ii) any third party items or services with which the Product is used or other causes beyond Supplier's control; (iii) installation, operation or use not in accordance with Supplier's instructions and the applicable documentation; (iv) use in an environment, in a manner or for a purpose for which the Product was not designed; and/or (v) modification, alteration or repair by anyone other than Supplier personnel, unless conducted under instructions from Supplier.

**7.5 Exclusive Remedies.** Supplier's warranties for Offerings and Customer's remedies in case of breach of any warranty are exhaustively described in these CTS, and any warranties implied by applicable law are excluded, insofar as permitted under such law.

**7.6 Software License Terms.** Where specific warranty terms are set out for certain titles or types of Software in the applicable license terms (see Section 4), such terms shall apply instead of those in this Section 7.

## **8. Limitation of Liability.**

For all claims of either party to the other for damages under or in connection with any transaction (including an Order) under these CTS, whatever the legal basis may be (including tort), the following shall apply:

**8.1 Unlimited Liability.** Nothing herein shall exclude or limit liability for: (i) death or personal injury resulting from negligence; (ii) fraud or fraudulent misrepresentation; or (iii) misappropriation or infringement of Supplier's or its Affiliates' intellectual property rights; (iv) timely fulfillment of payment obligations; or (v) any other liability that cannot be excluded by law.

**8.2 Limitations.** Neither party shall be liable for: (i) loss of profit, income or revenue; (ii) loss of use of systems or networks; (iii) loss of goodwill or reputation; (iv) loss of, corruption of or damage to data or software; (v) recovery or reinstallation of data or programs; or (vi) special, indirect or consequential loss or damage. Supplier (and its suppliers) shall have no liability for any damages resulting from Customer's use or attempted use of Third Party Software, Free Software or Development Tools, all defined in the EULA described in Section 4, or Third-Party Offerings, described in Section 9.

**8.3 Prevention and Mitigation.** Customer is solely responsible for its data. Customer shall implement IT architecture and processes enabling Customer to prevent and mitigate damages in line with the criticality of the systems and data for Customer's business and its data protection requirements, including a business recovery plan. In that regard, Customer shall: (i) provide for a backup process on a regular (at least daily) basis, and backup relevant data before Supplier performs any remedial, upgrade or other works on Customer's IT systems; (ii) monitor the availability and performance of its IT during the performance of Services; and (iii) promptly react on messages and alerts received from Supplier or through notification features of the Products and immediately report any identified issue to Supplier. To the extent that Supplier has any liability for data loss, Supplier shall only be liable for the cost of commercially reasonable and customary efforts typical effort to recover the lost data from Customer's last available backup.

**8.4 Liability Cap.** For each damaging event or series of connected events during any twelve month period, either party's liability to the other, whatever the legal basis (including tort), shall not exceed the lower of the (i) total amount of the net fees paid or payable by Customer to Supplier for the Product or Service giving rise to the liability; or (ii) £500,000 Pounds.

## **9. Third-Party Offerings.**

Supplier may offer to supply products and services from a third party manufacturer/supplier and that are neither "Dell" nor "Dell EMC" branded ("Third-Party Offerings"), and may include offerings from Supplier Affiliates using brands other than "Dell" or "Dell EMC". Notwithstanding any other provisions herein, Third-Party Offerings are subject to the standard license, services, warranty, indemnity and support terms of the third-party manufacturer/supplier (or an applicable direct agreement between Customer and such manufacturer/supplier), to which Customer shall adhere. To the extent that the third-party manufacturer/supplier may process any personal data on behalf of the Customer in the provision of the Third Party Offering, that third party manufacturer/supplier shall do so in accordance with its' form of a data processing agreement, which shall be made available to Customer in the Product and Service Specific Terms referenced in Section 2.2, or though the applicable third party manufacturer/supplier. References to warranty and support information for Third-Party Offerings are available in the Product and Service Specific Terms referenced in Section 2.2 or though the applicable third party manufacturer/supplier. Even if support fees are invoiced through Supplier, Third-Party Offerings are generally not supported by Supplier and Customer shall contact such third party directly for support (except as otherwise set forth in the in the Product and Service Specific Terms referenced in Section 2.2). Any warranty, damages or indemnity claims against Supplier in relation to Third-Party Offerings are expressly excluded. The remaining provisions of these CTS applicable to Offerings shall apply to Third-Party Offerings.

## **10. Confidentiality.**

Information exchanged in connection with the negotiation, conclusion and performance of a transaction governed by these CTS that is not generally known to the public, whether or not it is expressly designated as confidential or which, due to the nature of the information or the circumstances surrounding its disclosure, should reasonably be understood to be confidential ("Confidential Information"), including the terms of the Quote, may only be disclosed to an Affiliate or another third party on a "need-to-know" basis and shall be reasonably protected against disclosure to third parties. The receiving party shall be liable to the disclosing party for disclosures by its or its Affiliates' personnel or advisors.

## **11. Data Privacy.**

**11.1 Compliance with Laws.** Each party shall comply with all privacy laws and regulations that are applicable to that party in relation to the processing of personal data under an Order hereunder. In this Section 11, "personal data", "controller" and "processing" shall have the meaning set out in the General Data Protection Regulation (EU) 2016/679.

**11.2 Data Processing Terms.** To the extent that Supplier may process any personal data on behalf of the Customer in the performance of an Order hereunder, Supplier shall only do so in line with applicable laws and regulations and in accordance with a form of a data processing agreement to be agreed between the parties. In the absence of an agreed form of a data processing agreement, Supplier's standard data processing terms shall apply, which are available here [https://www.dell.com/learn/uk/en/ukcorp1/legal\\_docs/data\\_protection\\_terms\\_uk\\_en.pdf](https://www.dell.com/learn/uk/en/ukcorp1/legal_docs/data_protection_terms_uk_en.pdf). Where Supplier processes any personal data acting as a controller, it shall do so in accordance with its country-specific privacy policies, available at [www.dell.com/Privacy](http://www.dell.com/Privacy).

**11.3 Customer Responsibility.** Customer will provide personal data to Dell only where strictly required. Customer agrees that it will, prior to disclosure of or provision of access thereto by the Supplier, obtain all necessary rights, permissions and consents associated with: (a) technology or data (including personal data) that Customer and its Affiliates provide to Supplier or its Affiliates, and (b) non-Supplier software or other components that Customer and its Affiliates direct or request that Supplier or its Affiliates use with, install, or integrate as part of the Supplier's Offerings. Customer is solely responsible for reviewing data that will be provided to or accessed by Supplier in the provision of the Offerings to ensure that it does not contain: (i) data that is classified, ITAR (International Traffic in Arms Regulations) related data, or both; or (ii) articles, services, and related technical data designated



as defense articles and defense services. Customer will defend and indemnify Supplier and its Affiliates against any third party claim resulting from a breach of the foregoing, or from Customer's infringement or misappropriation of intellectual property rights of Supplier, its Affiliates or third parties.

## 12. General.

**12.1 Governing Law and Place of Jurisdiction.** These CTS are governed by the laws of England and Wales. To the extent permitted by law, the English courts will have exclusive jurisdiction over any disputes arising out of or in connection with these CTS and all transactions governed by it. The U.N. Convention on Contracts for the International Sale of Goods does not apply.

**12.2 Trade Compliance.** Customer's purchase of Offerings and access to related technology (collectively, the "Materials") are for its own use, not for resale, export, re-export, or transfer. Customer is subject to and responsible for compliance with the export control and economic sanctions laws of the United States, the European Union and other applicable jurisdictions. Materials may not be used, sold, leased, exported, imported, re-exported, or transferred except in compliance with such laws, including, without limitation, export licensing requirements, end user, end-use, and end-destination restrictions, prohibitions on dealings with sanctioned individuals and entities, including but not limited to persons on the Office of Foreign Assets Control's Specially Designated Nationals and Blocked Persons List, or the U.S. Department of Commerce Entity List, and Denied Persons List, Military End User List, and Military Intelligence End User List. Customer represents that it is not the subject or target of, and that Customer is not located in a country or territory (currently including without limitation, North Korea, Cuba, Iran, Syria, and Crimea and the so-called Donetsk People's Republic and Luhansk People's Republic) that is the subject or target of, economic sanctions of the United States, European Union or other applicable jurisdictions. Customer will defend and indemnify Supplier and its Affiliates against any third party claim resulting from a breach of any of the obligations under this Section 12.2.

**12.3 Entire Agreement.** Any Orders concluded under these CTS comprise the entire agreement with respect to its subject matter and may be modified only by written agreement. The Product and Service specific terms, the EULA and any other information which is incorporated by reference (including reference to information contained in a URL or policy) form an integral part of these CTS.

**12.4 Force Majeure.** Neither party shall be liable to the other for any delay or failure to perform any of its obligations (other for the payment of fees) caused by events beyond its reasonable control. If such delay or failure lasts longer than 30 days, then the other party may immediately terminate, in whole or in part, the Order by giving written notice to the delayed party. Events beyond reasonable control include, without limitation, act of God, war, riot, civil commotion, terrorist acts, malicious damage, governmental or regulatory actions, accident, breakdown of plant or machinery, local or national emergency, explosions, fire, natural disasters, severe weather or other catastrophes, epidemics or

pandemics, general import/export/customs process problems affecting supplies to Supplier or to Customer, shortages in materials, failure of a utility service or transport network, embargo, strike, lock out or other industrial dispute (whether involving Supplier's workforce or any other party), or default of suppliers or subcontractors due to any of the preceding events.

**12.5 High-Risk Applications.** Customer acknowledges that the Offerings are not designed or intended for use in high-risk activities which means the use of the Offerings in hazardous environments requiring fail safe performance, including without limitation, in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, weapons systems, life support machines, or any other potentially life critical uses.

**12.6 Assignment and Subcontracting.** Neither party shall assign, transfer or novate any Order, or any right or obligation thereunder, or delegate any performance without the other party's prior written consent, which consent shall not be unreasonably withheld. Notwithstanding the foregoing: (i) Supplier may use Affiliates or other qualified subcontractors to perform its obligations hereunder, provided that Supplier shall remain responsible for the performance thereof; and (ii) either party may assign rights to payments arising under any Order without consent of the other party.

**12.7 Third Party Rights.** There are no third-party beneficiaries to this CTS or any Order under any laws, including the Contracts (Rights of Third Parties) Act 1999.

**12.8 Waiver and Severability.** Failure to enforce a provision of this CTS will not constitute a waiver of that or any other provision of this CTS. If any part of an Order including these CTS is held unenforceable, the validity of all definitions and the remaining provisions shall not be affected.

**12.9 Notices.** The parties will provide all notices under this CTS in writing.

CTS UK FEB 2023