Vendor Program Overview

Dell Software products and people are dedicated to helping customers manage their critical applications, databases, Windows infrastructure and virtual environments. The combination of our proven, award-winning software and strong customer relationships makes Dell Software a smart, reliable technology partner.

Key Products

Toad
NDS Migrator
Notes Migrator for Exchange
Groupwise Migrator for Exchange
Migration Manager for Exchange
Migration Manager for Active Directory
vRanger Backup & Replication
Foglight for Virtualization
Change Auditor
Desktop Authority
AppAssure Backup & Replication
KACE
Active Administrator
RemoteScan
Defender
Password Manager
AppAssure Backup Appliances

Maintenance/Support

All Dell Software products include a minimum of 1 year standard (8x5) support. Most products are available with 3 years and 24x7 support options.

Media

Media is all downloadable.

Authorization Requirements

Dell Software's partner program is based on Partner Competencies. To purchase Dell Software as a "Registered" partner, the below is all that is needed:

- A valid Reseller Certificate
- An active Company Website
- An active email account ties to the company domain

Please contact DellSoftware-Licensing@IngramMicro.com to obtain the link to become approved.

PartnerDirect Program/Software Competencies FAQ:
http://partnerdirect.dell.com/sites/channel/en-us/documents/dell-software-partner-faqs.pdf

Ordering Requirements
To assure prompt processing of your Dell Software Purchase, please be sure to include the following information when placing your order with us:

1. PO number
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code
4. End-user contact name - first and last name required
5. End-user contact phone number
6. End-user contact email address (email domain must match business name)

Product Delivery
Dell Software's normal processing time on orders is 3-5 business days. Licenses are delivered via email. The delivery MUST go directly to the end user.

Renewals
For all Maintenance Support Renewals please send your request to DellSoftware-Licensing@IngramMicro.com.

Pricing Programs
Please direct any pricing requests to DellSoftware-Licensing@IngramMicro.com or call the desk at 1-800-456-8000 ext. 77478

Important Notes
Dell Software has a month end order cut off at 6pm eastern the weekday before calendar month end. Please have your orders in at least 4 hours prior to this cut off to ensure processing. Dell Software has free trials of all there licensing. Please visit their site for details http://software.dell.com/trials/

Returns Overview

Dell Software has a strict "No Returns" policy.

EXCEPTIONS TO RETURN POLICY

a. Customer Ordered Wrong Product - If the customer mistakenly ordered the wrong product, Dell Software will accept exchanges for a different product of equal or greater value, if returned within 30 days from the date purchase. Dell Software must receive a new purchase order with the correct product, before the credit and replacement license is issued.

b. Incorrect End User Information on PO - If the incorrect End User information was listed on the purchase order, an equivalent replacement order may be submitted to correct this information.

Please allow 2-3 months processing time for returns with Dell Software's Product Returns department.

To request a return, please contact us via email with the following information:

- Your Ingram account number
- Your PO #
- Ingram Order number
- SKU (s) of product to be returned
- Quantity (please note—the entire quantity must be requested for return-no partials)
- Reason for Return
- Replacement PO number

Please contact our licensing desk with any questions.   April 24, 2015