

Dell Ownership Transfer Process

08/2016

Navigate to website and enter Service Tags

<https://goo.gl/54TBk1>

Warranty and Ownership Transfer

Identify product

Previous owner details

New owner details

Review

Confirmation

Identify product to be transferred

You may request a warranty and/or ownership transfer if you have recently purchased or received a used Dell product, sold or given away your Dell product, are moving/moved to another country and need coverage in that region, or own a product manufactured by a company that Dell has recently acquired. You may also request permanent address changes for your Dell products with a service tag.

Note: Transfers typically take 7-10 business days for domestic transfers and 15 business days for international transfers, so it is best to submit your request as soon as possible.

Here's what you will need

- Service Tag of product to be transferred
- Name and zip code used at time of purchase
- Name and address warranty is being transferred to

How many products are you transferring?

Single product Up to five products

Enter Service Tag i

ServiceTag

Example: ABCD123

Service Tags are a 7 digit alphanumeric code found on the top of the computer and the back of the monitor



Enter previous owner (ACEA) information

Warranty and Ownership Transfer

Progress bar with five steps: Identify product (checked), Previous owner details (active), New owner details, Review, and Confirmation.

Previous owner details

Products you are transferring: OptiPlex 9020(80NZ082)

Company Name ACEA Biosciences Inc.

First Name(optional)

Last Name(optional)

Customer ID(optional)

Email(optional) techsupport@aceabio.com

Street Address(optional)

P.O. boxes will not be accepted. Please provide a physical address.

Country United States

For international transfers, please select the country in which the warranty was purchased.

City(optional)



State/Prov/Cnty(optional) State/Prov/Cnty

Zip Code 92121

Phone(optional)

Previous Continue

Enter new owner (customer) intended use info

[Shop](#) [Support](#) [Community](#) [My Account](#) 

[Order Status](#) + [Feedback](#)

[Home](#) > [Support](#) > [Ownership Transfer](#)

Warranty and Ownership Transfer

✓ **Identify product**

✓ **Previous owner details**

New owner details

Review

Confirmation

New owner details

Products you are transferring:: OptiPlex 9020(80NZ082)

Note: Special characters such as (% , ! , -# , å) are not allowed. Please remove any non-alphanumeric characters.

Please tell us how you will use this equipment so we can provide you with the appropriate transfer experience.

Intended Use


- Select
- Home
- Commercial/Office
- Government/Civilian
- Government/Military
- Nuclear Research/Mfg
- Missile Technology Research/Mfg
- Chemical Research/Mfg
- Biological Research/Mfg**
- Reseller/Distributor
- Evaluation Unit

Do more with Dell

- Employee & Student Discounts
- PartnerDirect
- Dell Outlet
- TechCenter
- Make a Payment

Community

- The Dell Community
- Read Our Blog
- Support Forums
- Events

 **United States** ▼

- Company Information
- Corporate Social Responsibility
- Customer Engagement
- Careers
- Dell Newsroom
- Privacy Statement
- Legal & Regulatory
- Terms of Sale
- Trademarks

Enter new owner (customer) info

New owner details

Products you are transferring:: OptiPlex 9020(80NZ082)

Note: Special characters such as (% , ! , - # , &) are not allowed. Please remove any non-alphanumeric characters.

Please tell us how you will use this equipment so we can provide you with the appropriate transfer experience.

Intended Use

Select Evaluation Unit from list if using for evaluation purposes.

Company Name	<input type="text"/>
First Name(optional)	<input type="text"/>
Last Name(optional)	<input type="text"/>
Email	<input type="text"/>
Street Address	<input type="text"/> <input type="text"/>
P.O. boxes will not be accepted. Please provide a physical address.	
Country	<input type="text" value="United States"/>
If the country you're looking for doesn't appear, please read additional information	
City	<input type="text"/>
State/Prov/Cnty	<input type="text" value="State/Prov/Cnty"/>
Zip Code	<input type="text"/>
Area Code - Phone	<input type="text"/> <input type="text"/>

Previous

Continue

Review transfer info

[Order Status](#) [Feedback](#)

[Support](#) > [Ownership Transfer](#)

Warranty and Ownership Transfer

Progress bar with 5 steps: Identify product (checked), Previous owner details (checked), New owner details (checked), Review (current step), Confirmation.

Products you are transferring:

OptiPlex 9020(80NZ082)

New owner details [Edit](#)

Customer Name	Customer Street Address
Customer Email	Customer Country
Customer Phone Number	Customer City, State/Province, Zip Code

Previous owner details [Edit](#)

ACEA Biosciences Inc.	United States
techsupport@aceabio.com	92121

I have read and agreed to the [Terms and Conditions](#).

Terms and Conditions

Requirements for transferring service contracts domestically and internationally

One form must be submitted for each Service Tag to be transferred.

Transfers can be performed for products that have Service Tags. (Products that don't have Service Tags are unable to be transferred)

Service contracts that are non-transferrable.

Return to Depot, Complete Care, Same Day, and Parts Only contracts are **not always available for transfer** outside of the region the coverage was purchased in; please review your contract agreement purchased for more information.

Printers, Standalone Monitors, Projectors, and TV's may **not always available for international transfer**; please review your customer contract to verify the coverage and availability.

Axim's, Streak's, Venue's (or Dell Smartphones), Dimension 5000 and Inspiron 510M models are **not available for international transfer**.

Confirmation

[Order Status](#) [Feedback](#)

[Home](#) > [Support](#) > [Ownership Transfer](#)

Warranty and Ownership Transfer

✓	✓	✓	✓	✓
Identify product	Previous owner details	New owner details	Review	Confirmation

Products you are transferring:: OptiPlex 9020(80NZ082)

Transfer request submitted

Your request to transfer the warranty/ownership has been submitted for these Dell products:

OptiPlex 9020(80NZ082)

Please allow up to 15 business days for processing. Once the request has been reviewed, emails will be sent to both the previous owner's and new owner's email addresses that were provided in the form.

[Transfer Another Product](#)

Once processing is completed, an email will be sent to both the new owner (customer) and previous owner (ACEA)

Keep your newly acquired Dell product up-to-date.

Visit [Dell Product Support](#) for drivers and downloads or view warranties, upgrades and spare parts. Find product views, FAQs, troubleshooting articles and recent product conversations.

If you have any questions regarding the ownership or warranty transfer of this product, please contact [Customer Service](#)

All requests to transfer ownership, service, limited warranty* and Dell support are determined in Dell's sole discretion. Dell reserves the right to refuse to honor any transfer requests and requests for warranty coverage and/or service. If Dell has not received payment for the subject system, even if you have made payment to another party, you may not return any transferred system under the [Dell Return Policy](#). All such transfer requests are also subject to Dell's [terms and conditions of sale located at www.dell.com](#).

Any service contract applicable to your system is identified by the Service Tag number and may be transferred only in conjunction with the transfer of the entire system. If the system is being transferred into a geographic location in which the same service as provided under the subject service contract is not available at the same price as was initially paid for this service contract by the customer, or if the new owner desires a different category of service, then there may be an additional charge for this transfer. All such transfers will otherwise be subject to the terms and conditions of the original service agreement. Service, the limited warranty or Dell support may not be available in your geographic location. No service and/or warranty will be extended solely because of this transfer.