Tier 1

- Full Warranty Support
- Hardware Support
- Accidental Damage
- Next Business Day Repair
- Software Imaging
- OS / Software Support
- General Support

**Dell Latitude 3410**

RAM: 16 GB
Processor: Intel Core i5
HardDrive: 256 SSD
Screen: 14" LCD Display

More Information: go to www.framingham.edu/ITS
Or
www.dell.com/framingham

Tier 2

- Limited Hardware Support
- OS / Software Support
- General Support

**Dell XPS, Vostro, Studio, Latitude, Inspiron, Precision, Alienware**

Tier 3

- OS / Software Support
- General Support

**Apple Products, Mobile Devices, All Other Windows PCs**
**Glossary**

**Full Warranty Support**
This warranty covers full hardware support. This includes Accidental Damage coverage and next day support.

**Hardware Support**
Includes troubleshooting, repair, and replacement of any damaged hardware.

**Limited Hardware Support**
Hardware support coverage in line with the purchased warranty. Support includes troubleshooting and some on-site repairs.

**Accidental Damage** *(Latitude Protection)*
Any damage that is accidental such as physical damage due to dropping, screen cracking, and liquid spills.

**Next Business Day Repair**
New or replacement hardware will be dispatched the next business day leading to an average repair time of 24-48 hours from drop off.

**Software Support**
General troubleshooting with software related issues with the laptop.

**General Support**
Includes all other general questions or troubleshooting necessary to assist a user with their computer and its day-to-day use.

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