

Order Status SMS Terms

1. Definitions

- “Opting In” and “Opt-In” refer to requesting, joining, agreeing to, enrolling in, signing up for, acknowledging, or otherwise consenting to receive one or more text messages from Dell Technologies.
- “SMS Messaging Service” includes any arrangement or situation in which Dell Technologies sends (or indicates that it may send or receives a request that it send) one or more text messages.

2. By Opting In to a SMS Message Service:

- You authorize Dell Technologies to use auto dialer or non-auto dialer technology to send text messages to the phone number associated with your Opt-In (i.e., the number listed on the Opt-In form or instructions, or, if none, the number from which you send the Opt-In, or if none, the number on file for the account associated with your Opt-In). You also authorize Dell Technologies to communicate with you via the SMS Messaging Service regarding chat or phone conversations that you may have with Dell and to include the status of your order in any such messages. You will receive messages each time you Opt-In. You do not have to Opt-In or agree to Opt-In as a condition of purchase.
- You are signing your Opt-In to the SMS Message Service.
- You confirm that you are the subscriber to the relevant phone number or that you are the customary user of that number on a family or business plan and that you are authorized to Opt-In.
- You consent to the use of an electronic record to document your Opt-In. To withdraw that consent or to update our records with your contact information, please call 1-800-624-9897. To view and retain an electronic copy of these Terms & Conditions or the rest of your Opt-In, you will need (i) a device (such as a computer or cell phone) with internet access, and (ii) either a printer or storage space on such device. These Terms & Conditions will still apply if you withdraw the consent mentioned above or opt out of the SMS Message Service.
- After Opting In, in addition to the main messages the SMS Messaging Service offers, you may receive one or more welcome messages or administrative messages, such as (in some cases) a request to confirm your Opt-In.

3. You do not have to Opt-In or agree to Opt-In as a condition of purchase. You can also cancel the SMS Messaging Service at any time. Just text "STOP" to the short code.
4. If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at us_customer@care.dell.com or 1-800-624-9897.
5. Carriers are not liable for delayed or undelivered messages.
6. As always, message and data rates may apply for any messages sent to you from us and to us from you. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
7. If you have any questions regarding privacy, please read our privacy policy: <https://www.dell.com/learn/us/en/uscorp1/policies-privacy-country-specific-privacy-policy>.