Data sheet

Hardware Support Offsite Return Services

Care Pack

Service benefits

- Flexible shipment options
- Reliable, lower-cost alternative to onsite support for products in non-critical business or home environments
- High-quality support

Service feature highlights

- Remote problem diagnosis and telephone support
- Repair at HP designated repair centre (materials and parts included)
- Return shipment of functional unit back to your location
- Flexible shipment options to HP designated repair centre
- Three business days standard turnaround time (may vary by geographic location)
- Standard business hours, standard business days coverage window

Service overview

Hardware Support Offsite Return Services offer high-quality return-to-HP service levels with remote telephone support and off-site repair for eligible products at an HP designated repair centre. The service includes off-site repair or replacement, materials and parts, labour and the cost of the return shipment.

HP offers multiple service levels with different shipment options to the HP designated repair centre, as detailed below.

Some service levels are also available with optional service features such as accidental damage protection or defective media retention.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	When experiencing a problem, the Customer must first place a call to a designated support telephone number. HP will provide basic telephone technical assistance with installation, product configuration, set-up and problem resolution. Prior to any remote or off-site assistance, HP may ask the Customer to provide relevant information, start diagnostic tools and perform other supporting activities. HP will then work with the Customer remotely to isolate the hardware problem.
Off-site support and materials	If HP determines that the problem cannot be resolved remotely, HP will direct the Customer to return the defective hardware product to an HP designated repair centre, where HP will provide technical support. HP will provide HP supported parts and materials necessary to return the hardware product to operating condition. HP may, at its sole discretion, elect to replace such hardware products in lieu of repairing them. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP. In addition, HP may install commercially available engineering improvements on the covered hardware product to enable proper operation of the hardware product and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP.
Return shipment	An HP authorised courier will return the repaired or replaced product to the Customer's location, if it is within the geographic location where the service was provided. Return shipment will be by ground transportation and usually takes between 3 and 7 business days. The Customer may request accelerated delivery at an additional charge.

Table 1. Service features (continued)

Feature	Delivery specifications
Shipment to the HP designated repair centre	Depending on the purchased service level, HP offers different shipment options for delivering the defective product to the HP designated repair centre: • Delivery by the Customer: With this option, the Customer is responsible for delivering the defective product to the HP designated repair centre. The Customer must ensure that the product is appropriately packaged for the chosen method of delivery. Delivery can be made in person or by a locally available commercial delivery service. • Pickup by HP: An HP authorised courier will pick up the defective product at the Customer's location, if the pickup location is within the geographic location where the service will be provided and deliver it to the HP designated repair centre. It is the Customer's responsibility to appropriately package and prepare the product for courier pickup. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other service requests will be scheduled for next-business-day pickup.
Turnaround time	Turnaround time for this service will be three (3) HP business days for eligible locations, except in cases of intermittent failures and non-availability of parts, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the defective product is received by HP until the time the repaired or replaced product is ready to be returned to the Customer's site. Received by HP means (depending on the shipment option used) either: (1) picked up at the Customer's site by an HP authorised courier or (2) received during HP business hours at the HP designated repair centre, if delivered or shipped by the Customer. Turnaround time does not include the time the repaired or replaced product is in transit back to the Customer. If the defective product is received at the HP designated repair centre after 5:00 p.m. local time, the three-business-day turnaround time starts with the next business day. The three-business-day turnaround time is not available for all geographic locations and may be longer outside metropolitan areas.
Coverage window	The coverage window specifies the time during which the described services are delivered off-site or remotely. Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays (coverage may vary by geographic location).

Table 2. Optional service features

Feature	Delivery specifications
Defective media retention	For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drives that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention service feature option. Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event that a replacement Disk or SSD/Flash Drive is provided by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement.

Table 2. Optional service features (continued)

Feature	Delivery specifications
Accidental damage protection	For eligible products, specific service levels may be offered with protection against accidental damage from handling. Where accidental damage protection applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service. Accidental damage is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the 'Service limitations' section.

Table 3. Service-level options

Option	Delivery specifications
Return Service	HP provides a return service that includes repair or replacement and return of the defective product, including all parts, labour and freight. By selecting the Return Service option, the Customer assumes responsibility for packaging and shipping or delivering the defective product to an HP designated repair centre. HP will return the repaired or replaced product to the Customer's site, if it is within the geographic location where the service is provided. Turnaround time for this service will be three (3) HP business days for eligible locations, except in cases of intermittent failure, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the product is received at an HP designated repair centre until the time the repaired or replaced product is ready to be returned to the Customer. Turnaround time does not include the time required to return ship the repaired or replaced product. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer. The Customer may call the HP Customer Support Centre between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. Extended telephone support may be available for selected products (times may vary by geographic location).
Pickup and Return Service	HP provides a door-to-door service that includes pickup, repair or replacement of the defective product and return of the operational product. Turnaround time for this service will be three (3) HP business days for eligible locations, except in cases of intermittent failures, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the product is picked up at the Customer's site, if it is within the geographic location where the service is provided, until the time the repaired product is ready to be returned to the Customer. Turnaround time does not include the time required to return ship the repaired or replaced product. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer. The Customer may call the HP Customer Support Centre between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other calls will be scheduled for next-business-day pickup. Extended telephone support may be available for selected products (support times may vary by geographic location).

Coverage

All standard accessories included with the HP base unit part number and all HP supplied internal components, such as HP Jetdirect cards, memory and CD-ROM drives, are covered under this service.

Additionally, external accessories limited to the HP branded mouse, keyboard and AC power included with the main product or purchased together with main product are covered.

Not covered under this service are items such as but not limited to:

- Consumables including but not limited to customer-replaceable batteries and tablet PC pens. HP Notebook and Tablet long-life batteries are covered for up to three (3) years.
- Maintenance kits, carrying cases and other supplies
- Non-HP devices
- Accessories purchased in addition to the base unit, such as cradles, docking stations and port replicators
- Any product previously repaired by an unauthorised technician or user

Customer responsibilities

In cases where the Customer does not act upon the Customer responsibilities as stated below, HP or an HP authorised service provider will not be obligated to deliver the services as described.

If required by HP, the Customer or HP authorised representative must register the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer must ensure that the product is appropriately packaged and prepared for pickup or the chosen method of delivery or shipment to the HP designated repair centre. HP may require the Customer to include a printout of any previously conducted self-test results together with the defective product.

It is the Customer's responsibility to remove all personal and/or confidential data from the defective product before it is returned to an HP designated location for repair or replacement; HP is not responsible for data stored on the returned product.

With the defective media retention service feature option, in addition to the above Customer responsibilities, the Customer must:

- Remove all Disk or SSD/Flash Drives before the defective product is returned to an HP designated location for repair or replacement; HP is not responsible for data contained on Disk or SSD/Flash Drives
- Ensure that any Customer-sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure
- Provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder and execute and return to HP a document provided by HP acknowledging the Customer's retention of the Disk or SSD/Flash Drives

- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk/Drive is not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental or lease products, the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented or leased Disk or SSD/Flash Drive to HP.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered off-site, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or if agreed to by the Customer, other parts classified by HP as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and, if applicable, meet the call-to-repair time commitment.

HP has invested significantly in engineering products so they can be customer repairable. Customer Self Repair (CSR) is a key component of HP's warranty terms. It allows HP to ship replacement parts, such as a keyboard, a mouse or other parts classified as CSR parts, directly to the Customer once a failure has been confirmed. Parts are generally shipped overnight so they can be received as quickly as possible. The Customer can then replace the parts at their convenience.

'Mandatory' CSR is part of the standard warranty associated with some products. CSR is optional for customers with an HP Care Pack or a contractual support agreement. 'Optional' allows the Customer to perform CSR or choose to have HP service personnel perform the replacement at no additional charge during the product service coverage period.

Care Pack and contractual support agreements that include 'onsite' terms would result in CSR parts being shipped directly to the Customer if they choose CSR, and conversely, an HP support representative would arrive onsite to perform the repair if the Customer decides they do not want to utilise CSR.

Care Pack and contractual support agreements that include 'off-site' terms such as Pickup and Return or Return to HP would require the Customer to deliver the product to an authorised HP repair location or ship the product to HP at HP's discretion if the Customer decides they do not want to utilise CSR.

The following activities are excluded from this service:

- Backup, recovery and support of the operating system, other software and data
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Services that, in the opinion of HP are required due to unauthorised attempts by non-HP personnel to install, repair, maintain or modify hardware, firmware or software
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- User preventive maintenance

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives diagnosed by HP as defective during the remote problem diagnosis. It does not apply to any exchange of Disk or SSD/Flash Drives that have not failed.

SSD/Flash Drives that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs or the technical data sheet are not eligible for the defective media retention service feature option.

Failure rates on hard drives are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective hard drives materially exceeds the standard failure rates for the system involved).

HP shall have no obligation whatsoever with respect to any data that may reside on any Disk or SSD/Flash Drive or the destruction of any Disk or SSD/Flash Drive retained by the Customer, or sent to HP by the Customer. Notwithstanding anything in the HP single order terms for support or the technical data sheet to the contrary, in no event will HP or its affiliates, subcontractors or suppliers be liable for any incidental, special or consequential damages or damages for loss of or misuse of data under this defective media retention service feature.

Exclusions to the accidental damage protection service feature option
Eligibility for purchase of the accidental damage protection service feature requires the product to be covered by a factory warranty or a warranty extension service with coverage duration equal to or longer than the accidental damage protection service feature. The accidental damage protection service feature provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use. It does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture or finish; gradual deterioration; rust; dust; or corrosion
- Fire, a vehicular or homeowner's accident (in cases in which said accident is covered by an insurance policy or other product warranty), act of nature (including, without limitation, floods) or any other peril originating from outside the product
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including biohazardous) materials, operator negligence, misuse, mishandling, improper electrical power supply, unauthorised repairs or attempts to repair, improper and unauthorised equipment modifications, attachments or installation, vandalism, animal or insect damage or infestation, defective batteries, battery leakage, lack of manufacturer-specified maintenance (including the use of inappropriate cleansers)
- Error in product design, construction, programming or instructions
- Maintenance, repair or replacement necessitated by loss or damage resulting from any cause other than normal use, storage and operation of the product in accordance with the manufacturer's specifications and owner's manual
- Theft, loss, mysterious disappearance or misplacement
- Data loss or corruption; business interruptions
- Fraud (including but not limited to incorrect, misleading, erroneous or incomplete disclosure of how the equipment was damaged to the Customer's adjudicator, the servicer or HP)
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the computer
- Computer monitor screen imperfections including but not limited to 'burn-in' and missing pixels, caused by normal use and operation of the product
- Damage to product(s) whose serial numbers are removed or altered
- Damage or equipment failure that is covered by a manufacturer's warranty, recall or factory bulletins
- Damage caused during the Customer's shipment of the covered product to or from another location
- Damage to hardware, software, media, data, etc., stemming from causes including but not limited to viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code or proprietary data; any support, configuration, installation or reinstallation of any software or data; or use of damaged or defective media
- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the Care Pack
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection Care Pack
- Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein
- Intentional damage that results in a cracked or damaged computer display screen or damaged monitor

- Damage due to police action, undeclared or declared war, nuclear incident or terrorism
- Alteration or modification of the covered product in any way
- Unexplained or mysterious disappearance and any willful act to cause damage to the covered product
- Reckless, negligent or abusive conduct while handling or using the product. If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage protection service feature. Reckless, negligent or abusive conduct includes but is not limited to the treatment and use of the covered product(s) in a harmful, injurious or offensive manner that may result in its damage and any willful or intentional damage to the product. Any damage resulting from such acts are NOT covered by this accidental damage protection service feature.

For HP commercial and consumer products, accidental damage from handling is limited to one incident per product per 12-month period commencing from the Care Pack start date.

Once the specified limit is reached, the cost of repair for any additional claims will be charged on a time and materials basis, but all other aspects of the Care Pack purchased will remain in effect unless specifically documented otherwise in the country of purchase.

For those Customers with a history of significantly high claims, HP also reserves the right to deny acceptance of requests to purchase the accidental damage from handling service feature.

General provisions/Other exclusions

Travel charges may apply; please consult your local HP office.

Ordering information

To obtain further information or to order Hardware Support Offsite Return Services, contact a local HP sales representative.

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