Data sheet

Get back up and running fast

HP Hardware Support Exchange Service

Service feature highlights

- Convenient door-to-door service
- Lower-cost alternative to onsite repair
- Freight costs paid by HP

Service feature highlights

- Remote problem diagnosis and technical telephone support
- Hardware exchange
- Prepaid shipping label, materials and instructions for returning the defective product
- Flexible coverage options

Service overview

Don't lose time to unexpected hardware defects or issues. HP Hardware Support Exchange Service gets you back up and running quickly by delivering replacement products or parts within a specified period of time. A convenient and cost-effective alternative to on-site support, HP Hardware Support Exchange Service provides a fast and reliable service exchange for eligible products – specifically products that ship easily and enable simple restoration of data from your backup files. HP provides packaging materials for shipment of the defective product and pays for shipping costs. Replacement products or parts that you receive are new – or equivalent to new – in performance.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	Prior to scheduling a unit exchange, HP will provide basic telephone technical assistance with installation, product configuration, setup and problem resolution.
Hardware exchange	If the problem cannot be resolved remotely, HP will replace the defective product or the customer-replaceable part with a product or part that is new or equivalent to new in performance. The replaced product or part must be returned within the specified time and becomes the property of HP.
Prepaid shipping label, materials and instructions for defective unit return	HP will provide a container suitable for returning the defective product to HP. Instructions and a prepaid shipping label for the return of the failed product will be included in the shipping container.

Table 2. Service-level options

Feature	Delivery specifications
Next-business-day hardware exchange	For calls received before 2:00 p.m. local time, HP standard business days, excluding HP holidays, HP will ship a replacement product to the Customer's site for delivery on the next business day. Service requests received after 2:00 p.m. or outside the coverage window will be logged the next business day and serviced within the following business day.
Advance exchange	HP will ship a replacement product to the Customer's site for delivery generally within 4–7 business days after the service request has been logged. Delivery time may vary based on geographic location.
Receipt unit exchange	Upon receipt by HP of the defective product and validation that the product is defective, HP will ship a replacement product to the Customer's site for delivery generally within 4–7 business days after the service request has been logged. Delivery time may vary based on geographic location.

For all service-level options, the replacement product or part is shipped via a carrier or courier to the Customer's location free of freight charges. Shipping through international customs is prohibited.

Table 3. Optional service features

Option	Delivery specifications
Accidental damage from handling	For eligible products, specific service levels may be offered with the accidental damage from handling service feature. Where accidental damage from handling applies, the Customer receives protection against accidental damage to the covered hardware product as part of this service. See 'Service limitations' section for additional details.
Defective media retention	For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash Drive components that the Customer does not want to relinquish due to sensitive data. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. See 'Service limitations' section for additional details.

Coverage

This service provides coverage for all standard accessories included with the HP base product part number and all HP-supplied internal components (such as HP Jetdirect cards, memory and CD-ROM drives). 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
- 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

Customers may check with a local HP authorized representative to determine whether their product or location is eligible for this service.

Customer responsibilities

The Customer must register the covered hardware and HP Care Pack immediately, as set forth in the HP Care Pack support service agreement. The Customer will be required, upon HP request, 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

For selected products, the Customer must inform HP of all configuration requirements for the replacement product prior to commencement of service and must document such configuration requirements on each service request order form.

At the time of the service request, the Customer must provide a credit card number or purchase order number to HP. If the 'Pickup by HP' option has not been chosen, the Customer must ship the defective product to HP within 3 business days of receipt of the replacement product and must obtain a prepaid insurance receipt, to be retained by the Customer as proof of shipment to HP. If the defective product is not received by HP within 10 business days of the Customer's receipt of the replacement product, the Customer will be charged the replacement product's list price.

It is the Customer's responsibility to:

- Maintain a current backup copy of the operating system, development program, and all other applicable software programs and data
- Restore software and data on the unit after the repair or replacement
- Install the user application software and ensure that all software is appropriately licensed
- Install, in a timely manner, critical customer-installable firmware updates, as well as customer-replaceable parts and replacement units delivered to the Customer

- Register to use HP's electronic facility in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer

For Care Pack services that include the accidental damage from handling service feature, it is the Customer's responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, shipment of a replacement product or other service delivery methods. Other service delivery methods may include the shipment of customer-replaceable parts, such as a keyboard, mouse or other parts classified as Customer Self Repair parts. HP will determine the appropriate delivery method required in order to provide effective and timely Customer support.

Activities such as but not limited to the following are excluded from this service:

- Diagnosis or maintenance at the Customer site (if on-site diagnosis or maintenance is required and requested, the Customer will be billed at standard HP service rates)
- Setup and installation of the replacement product at the Customer site
- Recovery and support of the operating system, other software and data
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related 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 improper treatment or use of the product
- 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
- User preventive maintenance

The Customer's requested ship-to or pickup location must not require HP to ship replacement or replaced products or parts through international customs.

Geographic coverage may vary.

Exclusions to the accidental damage from handling 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.

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 colour, 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 bio-hazardous) 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 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 HP Care Pack service
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection HP 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 wilful 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 coverage 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 wilful or intentional damage to the product. Any damage resulting from such acts is 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 HP Care Pack service 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 HP Care Pack service 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.

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 replaced by HP due to malfunction. 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.

Defective media retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately. Failure rates on Disk or SSD/Flash Drives are constantly monitored, and HP reserves the right to cancel this service with thirty (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 Disk or SSD/Flash Drives materially exceeds the standard failure rates for the system involved).

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 product is delivered by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement, and the Customer remains fully responsible for the protection and privacy of the data residing on the defective Disk or SSD/Flash Drive.

HP shall have no obligation whatsoever with respect to the contents of or the destruction of any Disk or SSD/Flash Drive retained by the Customer. Notwithstanding anything in HP's current standard sales terms 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.

Ordering information

Availability of service features may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Hardware Support Exchange Service, contact a local HP representative or HP reseller.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit:
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Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, visit hp.com/go/cpc.

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