Data sheet

# Hardware Support Offsite Return Services



### Service benefits

- Flexible shipping 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
- Improved technical communications from technicians based in North America (HP commercial PCs only)
- Repair at HP-designated repair centres (materials and parts included)
- Return shipment of functional unit back to your location
- Three business days standard turnaround time (may vary by geographical location)
- Standard business hours, standard business days coverage window
- Accidental Damage Protection (optional; for eligible products only)
  - –There are four available Care Pack options. See the “Limitations to Accidental Damage Protection” service feature option on page 9 for full descriptions.

## Service overview

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

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

Service level options can include Solution Coverage, which includes the basic PC and up to six additional peripherals. This includes coverage of up to two separate monitors, docking stations, keyboards, headsets and mice. 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 | When experiencing a problem, the customer must first make a call to the designated support telephone number.<br>HP will provide basic telephone technical assistance with installation, product configuration, set-up and problem resolution. Prior to any remote or offsite 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. |

| Feature | Delivery specifications |
|---|---|
| Offsite 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 that are required to return the hardware product to operating condition. HP may, at its sole discretion, choose to replace such hardware products, including peripherals such as docking stations, monitors, keyboards, headsets and mice, remotely in addition to providing offsite support for main device coverage. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.<br><br>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 geographical location where the service was provided. Return shipment will be by ground transportation and usually takes between 3 and 7 business days after the defective product is received by HP. The customer may request accelerated delivery at an additional charge. |
| Shipment to the HP-designated repair centre | Depending on the purchased service level, HP offers different shipping options for delivering the defective product to the HP-designated repair centre:<br><br>• 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.<br>• Pick-up by HP: An HP authorised courier will pick up the defective product at the customer's location – provided that the pick-up location is within the geographical location where the service will be performed – and deliver it to the HP-designated repair centre. It is the customer's responsibility to appropriately package and prepare the product for courier pick-up. Service requests must be received before 12.00pm local time to activate same-day pick-up. All other service requests will be scheduled for pick-up on the next business day. |
| 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 shipping 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 reviewed at the HP-designated repair centre after 5.00pm local time, the turnaround time of three (3) business days starts on the next business day. For Solution Care Pack services, any peripherals (such as monitors, keyboards, mice, docking stations, headsets, etc.) will be either repaired or replaced remotely depending on the circumstance.<br><br>The turnaround time of three (3) business days is not available for all geographical locations and may be longer outside metropolitan areas. |
| Coverage window | The coverage window specifies the time during which the described services are delivered offsite or remotely. The service is available between 8.00am and 5.00pm local time, Monday through Friday excluding HP holidays (coverage may vary by geographical location). |

## Specifications (optional)

Table 2. Optional service features

| Features | Delivery specifications |
|---|---|
| Accidental Damage Protection | For eligible covered products, specific service levels may be offered with protection against accidental damage from handling. If Accidental Damage Protection (ADP) was purchased, the customer receives protection against accidental damage from handling for the covered product as part of this service.<br><br>For the Solution Care Pack, ADP Coverage will extend only to the base unit of the configuration or solution and will not extend to the peripherals. Accidental damage is defined as operational or mechanical failure caused by an accident from handling that occurs in the course of the normal intended use of the covered product. Coverage for accidental damage from handling includes non-intentional liquid spills in or on the unit, accidental drops or falls during the handling of the unit from no more than 15 feet or 5 metres and electrical surge that damages the covered product's circuitry.<br><br>There are two available Care Pack options. Please see the section entitled "Limitations to accidental damage protection" on page 9 for full descriptions of both ADP options.<br><br>Additional details and exclusions pertaining to the Accidental Damage Protection service feature are detailed in the "Service limitations" section. |
| 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 contained on the disk ("disk or SSD/flash drive") covered under this service. All disks 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 product is delivered by HP to the customer. The customer will retain all defective disks or SSD/flash drives supported by HP under the HP support agreement. |



## Specifications

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.<br><br>HP will return the repaired or replaced product to the customer's site, provided that it is within the geographical location where the service is performed. The 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 shipping for an additional charge, which will be billed to the customer.<br><br>The customer may call the HP Customer Support Centre between 8.00am and 5.00pm local time, Monday through Friday excluding HP holidays. Extended telephone support may be available for selected products (times may vary by geographical location). |
| Pick-up and Return Service | HP provides a door-to-door service that includes pick-up, repair or replacement of the defective product and return of the operational product. The 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.<br><br>Turnaround time is measured in elapsed business days from when the defective product is received, if it is within the geographical 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 shipping for an additional charge, which will be billed to the customer.<br><br>The customer may call the HP Customer Support Centre between 8.00am and 5.00pm local time, Monday through Friday excluding HP holidays. Service requests must be received before 12.00pm local time to activate same-day pick-up. All other calls will be scheduled for pick-upon the next business day. Extended telephone support may be available for selected products (support times may vary by geographical location). |

## Coverage

This service provides coverage for eligible HP PCs including HP-supported and supplied internal components such as memory and optical drives. This includes coverage for attached HP-branded accessories included in the original packaging of the PC, such as a wired mouse, wired keyboard or AC power adapter.

HP Care Pack services with this coverage limitation do not cover external HP monitors. All-in-one devices do include the display, which is not considered a separate, external monitor. However, a second monitor attached to an all-in-one device, for example, would not be covered by this HP Care Pack.

If you have purchased the HP Solution Care Pack, the Solution Services do cover the base unit for this service as well as 6 HP-supported peripherals attached to the base unit, including a maximum of 2 external monitors, docking stations, wireless mouse, wireless keyboard and HP headsets as an example. To be covered by the Solution Care Pack, the peripherals must be purchased at the same time as the base computer.

HP docking stations or port replicators are covered within the country where the HP Care Pack was purchased, but not outside the country of purchase.

Consumable items including but not limited to removable media, customer-replaceable batteries, tablet PC pens and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. Batteries for mobile HP commercial PCs are covered for up to three years. Search for “understanding battery warranties for business notebooks” on hp.com for more details.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges. HP will work with you to recommend replacements. Not all components will have available replacements in all countries due to local support capabilities.

## Customer responsibilities

In cases where the customer does not act upon the specified 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) must take place within 10 days of the change.

Upon 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 pick-up or the chosen delivery or shipping method 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 disks 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 disks or SSD/flash drives.
- Ensure that any customer-sensitive data on the retained disks or SSD/flash drives is destroyed or remains secure.

- Provide HP with identification information for each disk or SSD/flash drive retained hereunder and sign and return to HP a document provided by HP acknowledging the customer's retention of the disks or SSD/flash drives.
- Destroy the retained disks or SSD/flash drives and/or ensure that the disks/drives are not put into use again.
- Dispose of all retained disks or SSD/flash drives in compliance with applicable environmental laws and regulations.

For disks or SSD/flash drives supplied by HP to the customer as loaner, rental or lease products, the customer will promptly return the replacement disks 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 disks or SSD/flash drives to HP.

### For Care Packs that include the Accidental Damage Protection 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. HP reserves the right to deny repair under this coverage programme for damage to systems on which the incident has been reported more than 30 days after the incident date.
- The use of this coverage requires an explanation of where and when the accident occurred as well as a detailed description of the actual event and the damage to the unit. Failure to provide this information will result in claim denial.
- If protective items such as covers, carrying cases, 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.
- From the start date of the HP Care Pack, a maximum of one (1) HP product repair or replacement can be made per 12 month period.

## registration

The end-user customer or HP authorised partner is responsible for registering the product to be supported within 10 days of purchase of the support service, using the registration instructions within each package or email, or as otherwise directed by HP. In the event that a covered product changes location or the support service is transferred with the sale of a used product, registration (or a proper adjustment to existing HP registration) must take place within 10 days of the change.

HP IS NOT OBLIGATED TO PROVIDE SUPPORT SERVICES IF THE CUSTOMER DOES NOT REGISTER THE PRODUCT AS STATED HEREIN.

## Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite 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 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.

HP has invested heavily in engineering products so that 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 that 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 internal CSR parts for customers with an HP Care Pack. "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. External accessories and/or peripherals are not eligible for "optional" CSR.

A Care Pack that include "onsite" terms would result in CSR parts being shipped directly to the customer if they choose CSR. Conversely, an HP support representative would arrive onsite to perform the repair if the customer decides that they do not want to utilise CSR.

A Care Pack that include “offsite” terms such as “Pick-Up 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 that 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 preventive 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.

### Limitations to the Defective Media Retention service feature option

The Defective Media Retention service feature option applies only to disks or eligible SSD/flash drives diagnosed by HP as defective during the remote problem diagnosis. It does not apply to any exchange of disks 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 to the contrary in the HP single order terms for support or the technical data sheet, 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 a coverage duration equal to or longer than the Accidental Damage Protection service. The Accidental Damage Protection service feature provides protection for operational or mechanical failure caused by an accident from handling that occurs in the course of the normal intended use of the product.

Except for products where such damage is specifically identified as being covered under the HP limited warranty, the HP limited warranty 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
- Vandalism, fire, a vehicular or homeowner’s accident, act of God (such as a flood, natural disaster, etc.) or any other peril originating from outside the product
- Damage due to police action, undeclared or declared war, nuclear incident or terrorism
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous materials (including biohazardous materials or human or animal bodily fluids), animal or insect damage or infestation

- Operator negligence, misuse or mishandling
- Improper electrical power supply; unauthorised repairs or attempts to repair; improper and unauthorised equipment modifications, attachments or installation; 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 the 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 the operation and functioning of the computer, including damage to the case or cabinetry or other non-operating parts or components that does not affect the functionality of the covered product.
- 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) with serial numbers that have been removed or altered
- Damage or equipment failure that is covered by the 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 re-installation of any software or data; or use of damaged or defective media
- Any and all pre-existing conditions that occurred (i.e. took place) before the purchase date of the Care Pack; in addition, a 30-day waiting period must be observed for Care Packs purchased more than 30 days after the HW purchase before a claim can be filed with HP.
- 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
- 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, abusive, wilful or intentional conduct while handling or using the product. Abuse is defined as the intentional non-utilisation of protective items during product use or 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
- If protective items such as covers, carrying cases, 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
- Unit cracks or holes when the damage does not penetrate the outer case and/or reveal internal circuitry or sharp edges
- Missing or broken keyboard caps not related to a covered accident (e.g. drop, liquid spill)

## Limitations to Accidental Damage Protection

- WE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PROPERTY DAMAGE, LOST TIME OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE.
- HP reserves the right to physically audit your product and/or collaborate with the customer to validate a claim submitted for accidental damage from handling.
- HP may, at its sole discretion, elect to replace HP products in lieu of repairing them. The covered product becomes the property of HP and must be returned to HP (or a HP designee) at HP's expense. HP reserves the right to replace the product with a remanufactured or refurbished product. Technological advances may result in a replacement product with a lower selling price than the original product.
- HP reserves the right to deny acceptance of requests to purchase the Accidental Damage Protection service feature at its sole discretion.
- Damage to external peripherals attached to the base unit. ADP coverage will only extend to the base computer.

## General provisions/other exclusions

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

## Ordering information

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

Learn more at hp.com/go/cpc

Learn more about HP Care Pack services at hp.com/go/cpc

HP services are governed by the applicable HP terms and conditions of service provided or indicated to the Customer at the time of purchase. The customer may have additional statutory rights according to the applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

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