HP Hardware Support Exchange Service

HP Care Pack Services for Commercial PCs and Accessories

Service Overview

Don't lose time to unexpected hardware defects or issues. 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 onsite support, 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'll receive are new—or equivalent to new—in performance.

Service Highlights

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

Service Benefits

- Convenient door-to-door service
- Freight and packaging costs paid by HP

Features and 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 timeframe 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.

SERVICE-LEVEL OPTIONS

- NEXT-BUSINESS-DAY ADVANCED EXCHANGE: HP provides advanced unit replacement service during standard office hours, excluding HP holidays. Standard office hours are typically 8:00 a.m. to 5:00 p.m. (08.00 to 17.00) Monday through Friday but may vary with local business practices. The response time may vary by geographic region. HP will ship a replacement product to your site, to be delivered on the next business day. Service requests received outside the coverage window will be logged the next business day and serviced within the following business day.
- ADVANCED EXCHANGE: HP will ship a replacement product to your site, to be delivered within four to seven 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 your site, to be delivered within four to seven 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 your location free of freight charges. Shipping through international customs is prohibited.

Delivery specifications

COVERAGE

This Exchange service provides coverage for eligible HP Commercial PCs and other HP-branded hardware products, including standalone monitors not already covered by an HP Peripheral Care Pack.

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.

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

You must register the covered hardware and HP Care Pack immediately, as set forth in the HP Care Pack support service agreement. You will be required, upon HP request, to support HP's remote problem resolution efforts. You 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.

You must ship the defective product to HP. If the defective product is not received by or in transit to HP within fifteen (15) business days of your receipt of the replacement product, you will be charged the replacement product's list price. It is your responsibility to:

- Maintain a current backup copy of the operating system, development programme, and all other applicable software programmes 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 you.
- 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 you.

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 (CSR) parts. HP will determine the appropriate delivery method required in order to provide effective and timely support.

EXCLUSIONS FROM HARDWARE SUPPORT EXCHANGE SERVICE

- Diagnosis or maintenance at your site (if onsite diagnosis or maintenance is required and requested, you will be billed at standard HP service rates).
- Setup and installation of the replacement product at your 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 your failure to incorporate any system fix, repair, patch, or modification provided to you by HP.
- Services required due to your failure 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.
- Service may be limited for select printers that have a page-limit warranty. Please see printer data sheet for details.

Your 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.

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 the Hardware Support Exchange Service, contact a local HP representative or HP reseller.

Terms and conditions

See complete HP Care Pack terms and conditions.

For more information

on HP services, contact any of our worldwide sales offices or visit hp.com/go/pcservices.

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.

HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers may have additional statutory rights according to 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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