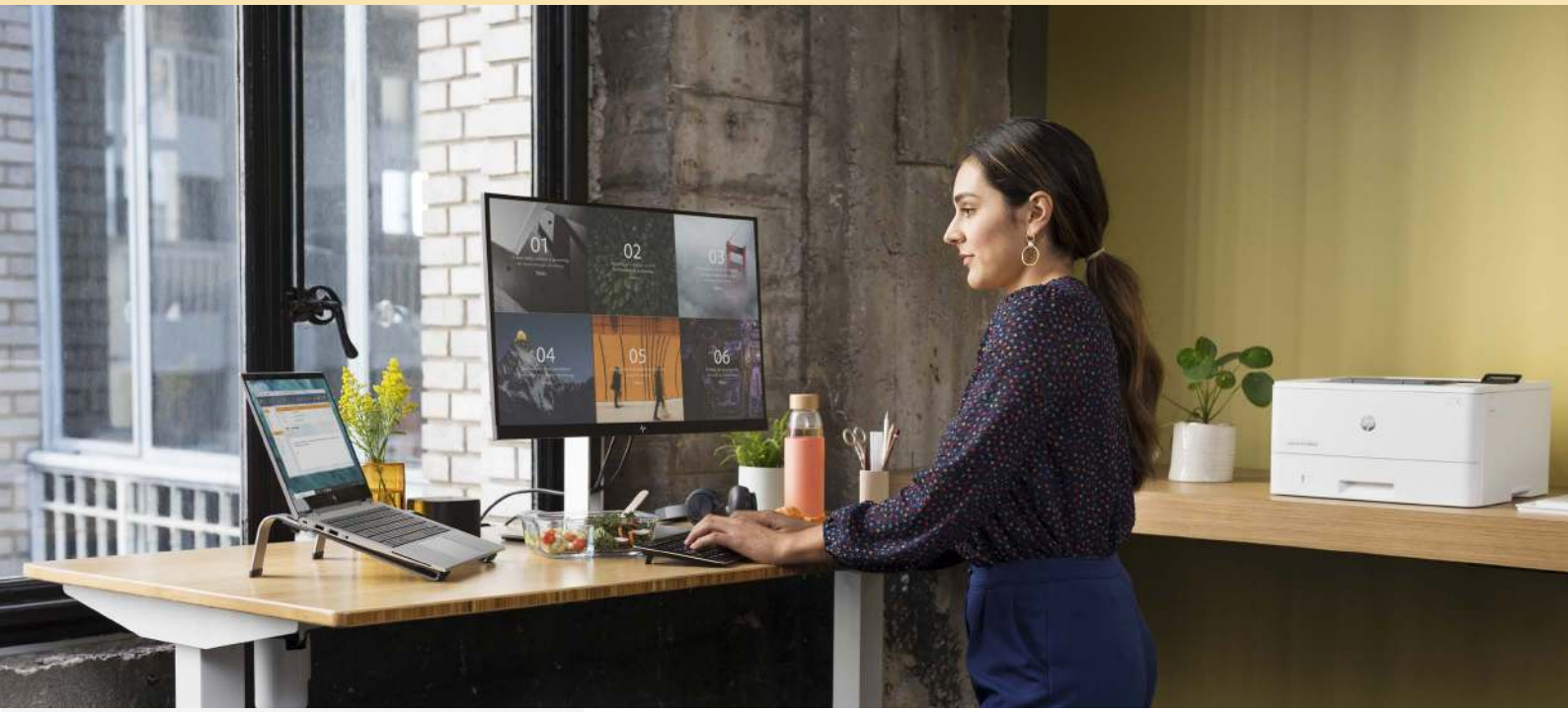
DATA SHEET

HP Onsite Care

HP Personal Systems Care Pack Services



Service benefits

- Quality break-fix support
- Improved product uptime
- Flexibility to meet specific service needs
- Convenient onsite support from qualified experts

Service highlights

- Remote problem diagnosis and support
- Onsite hardware support (replacement parts and labour included)
- Firmware updates for selected products

Service overview

Help keep employees happy with device service and support options that restore productivity with HP Onsite Care.[1] Expand your protection on your HP devices with IT support to repair hardware issues for up to 5 years without additional out-of-pocket expenses. Ensure employee productivity whenever they work with convenient remote IT support that aims to solve device issues with 85% first-time resolution.[1,7] For a quicker return to productivity, rest assured that an HP expert technician can be dispatched to your business location to rectify the problem.

Features and specifications

REMOTE PROBLEM DIAGNOSIS AND SUPPORT

After receiving and acknowledging your call, HP will begin to isolate, troubleshoot and resolve the hardware incident. Prior to onsite assistance, HP will perform remote diagnostics using electronic remote support to access covered products or use other means available to facilitate remote resolution. HP will provide telephone assistance during the service coverage window for customer-installable firmware and customer self-repair (CSR) parts.

Incidents with covered hardware can be reported to HP by phone or via the website, as locally available, or via automated equipment reporting via HP electronic remote support solutions 24/7. HP will acknowledge receipt of the service request by logging the call, assigning a case ID and communicating that case ID to you. HP retains the right to determine the final resolution of all reported incidents.

ONSITE HARDWARE SUPPORT

For hardware incidents that cannot be resolved remotely, an authorised representative will provide onsite technical support on covered hardware products to return them to operating condition. HP may elect to replace certain products in lieu of repairing them. Replacement products will be new or functionally equivalent to new. Replaced products become the property of HP. After they arrive, representatives will deliver service onsite until the products are repaired. Work may be suspended temporarily if parts or additional resources are required, but it will resume when they become available.

- Fix on failure: At the time of onsite technical support delivery, HP may install available engineering improvements and non-customer-installable firmware updates for covered hardware products required to return the covered product to operating condition or to maintain supportability by HP.
- Fix on request: At your request, HP may install critical, non-customer-installable firmware updates that are recommended by the respective HP product division for immediate installation on covered hardware products.

REPLACEMENT PARTS AND MATERIALS

HP will provide HP-supported replacement parts and materials necessary to maintain the covered product in operating condition, including those for available and recommended engineering improvements. Replacement parts will be new or functionally equivalent to new in performance. Replaced parts become the property of HP. If you wish to retain, degauss or otherwise physically destroy replaced parts, you will be billed and required to pay the list price for the replacement part.

FIRMWARE UPDATES FOR SELECTED PRODUCTS

HP firmware updates are available to customers with an active agreement that entitles them to access these updates. As part of this service, you have the right to download, install and use firmware updates for covered products, subject to licence restrictions in HP's current standard sales terms. HP may provide, install or assist with installation of firmware updates in conjunction with onsite hardware support if you have a valid licence to use the related software updates.

Optional service features

ACCIDENTAL DAMAGE PROTECTION

Get devices repaired or replaced when unforeseen damage occurs from events such as drops, spills and electrical surges that occur through the normal use of the computer with optional Accidental Damage Protection. Additional details and exclusions pertaining to the Accidental Damage Protection service feature are detailed in the "Service limitations" section. Country restrictions may apply; check with your local HP representative.[1,2]

DEFECTIVE MEDIA RETENTION

Add Defective Media Retention to allow your company to maintain control of defective hard drives, helping reduce the risk that sensitive data will be compromised.[1,2,3] This option allows you to retain defective hard disk drives or SSD/flash drive components that you do not want to relinquish due to sensitive data they might contain. All eligible drives on a covered system must participate in the defective media retention.

TRAVEL SUPPORT

Help reduce downtime when problems arise by utilising local language telephone and onsite support coverage in over 110 countries worldwide when you extend your care with Travel Coverage.

Travel coverage is available in major geographic regions of the world, with a list of countries/geographic locations that is extensive and expanding. A detailed list can be found here. This list provides information on the specific geographic availability of Next Business Day Hardware Support for Travellers, including Accidental Damage Protection and Defective Media Retention options. The listing of countries/geographic locations is subject to change without notice.

HP recommends that you validate travel coverage through this website prior to any departure.

When you travel in any of these locations and outside the country of original product purchase, HP will:

- Provide you with the HP Global Solution Centre telephone number for the pertinent country/geographic location, which can be found here.
- Accept calls in the country/geographic location of travel from you or the internal help desk of your company.
- Diagnose to the hardware failure level.
- Arrange for onsite response service at your location in the participating country/geographic location, or delivery of a replacement part, as needed.
- Provide the parts required for repair according to the hardware specification, provided the localised parts are available in the location of travel.

SOLUTION CARE PACK

Add repair or replace coverage on up to six peripherals (including up to two displays) when you purchase the peripherals at the same time as your HP commercial desktops, workstations, mobile workstations and select notebooks.[1,5]

Delivery specifications

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 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" at 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.

COVERAGE WINDOW

The coverage window specifies the time during which the described services are delivered onsite or remotely. Service is available between 08:00 and 17:00 local time, Monday to Friday excluding HP holidays (coverage may vary by geographic location).[1]

An HP-authorised representative will arrive onsite during the coverage window to begin hardware maintenance service within the appropriate response interval after the call has been received and acknowledged by HP. Calls received outside the coverage window will be logged at the time of the call, acknowledged the next coverage day and serviced within the appropriate response interval. All coverage windows are subject to local availability.

ONSITE RESPONSE TIME

For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite on the next coverage day. (Other onsite response times may apply if specified as part of the offer.) The onsite response time begins once the initial call has been received and acknowledged by HP and ends when the HP authorised representative arrives at your site or when HP determines that the reported event does not currently require an onsite intervention. Response times are measured during the coverage window only and may carry over to the next day with a coverage window. Not all service-level options are available for all products or countries. The service level options you have chosen will be specified in your registration documentation. Contact a local HP sales office for detailed information on service availability and coverage.

ESCALATION MANAGEMENT

HP has established formal escalation procedures to facilitate the resolution of complex incidents. Local HP management coordinates incident escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.

ACCESS TO ELECTRONIC SUPPORT INFORMATION AND SERVICES

As part of this service, HP provides access to certain commercially available electronic and web-based tools. You have access to:

- Certain capabilities that are made available to registered users, such as subscribing to hardware-related proactive service notifications and participating in support forums for solving problems and sharing best practices with other registered users.
- Expanded web-based searches of entitled technical support documents to facilitate faster problem-solving.
- Certain HP proprietary service diagnostic tools with password access.
- A web-based tool for submitting questions directly to HP. This tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question. It also allows the status of each support or service request submitted to be viewed, including cases submitted by phone.
- HP and third-party hosted knowledge databases for certain third-party products, where you can search for and retrieve product information, find answers to support questions and participate in support forums. This service may be limited by third-party access restrictions.

ELECTRONIC REMOTE SUPPORT SOLUTION

For eligible products, the electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. Remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution. HP support specialists will only use remote system access with your authorisation.

WORK COMPLETION

Repairs are considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. HP is not liable for any lost data; you are responsible for implementing appropriate backup procedures. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. Work to completion may necessitate the device being repaired offsite if it cannot be diagnosed and repaired onsite. HP determines the necessity of offsite repair at its discretion.

CUSTOMER RESPONSIBILITIES

You must have appropriate licences for any underlying firmware that will be covered under these services. During this analysis, HP will gather key system configuration information, which will enable HP resolution engineers to survey and troubleshoot possible future hardware problems and complete repairs as quickly and efficiently as possible.

HP reserves the right to cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified time frame, unless the delay is caused by HP.

HP strongly recommends that you install and operate the appropriate HP remote support solution with a secure connection to HP in order to enable the delivery of the service. If the appropriate HP remote support solution is not deployed, HP may not be able to provide the service as defined and is not obligated to do so.

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 in 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.

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[3] 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.
- Install customer-installable firmware updates and patches.
- 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 on 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 a description of 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.



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 on internal CSR parts 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. External accessories and/or peripherals are not eligible for "optional" CSR.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support or other service delivery methods described earlier.

Service limitations (continued)

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 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.



LIMITATIONS TO ACCIDENTAL DAMAGE PROTECTION

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 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 or 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).
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not affect the 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.

LIMITATIONS TO ACCIDENTAL DAMAGE PROTECTION (CONTINUED)

- Damage to products with serial numbers that have been removed or altered.
- Damage or equipment failure that is covered by manufacturer's warranty, recall or factory bulletins.
- Damage caused during 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 prior to the purchase date of the HP Care Pack.
- Product obsolescence.
- Any equipment relocated outside the country of purchase and not covered by an HP 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.
- Any wilful act to cause damage to the covered product.
- Reckless, negligent or abusive conduct while handling or using the product.
- 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 (CONTINUED)

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.

If protective items such as covers, carrying cases or pouches were provided or made available for use with the covered product, you must continually use these product accessories to be eligible for protection under this accidental damage coverage service.

Reckless, negligent or abusive conduct includes but is not limited to the treatment and use of the covered products in a harmful, injurious or offensive manner that may result in damage, as well as any wilful or intentional damage to the product. Any damage resulting from such acts is not covered by this Accidental Damage Protection service feature.

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 purchased will remain in effect unless specifically documented otherwise in the country of purchase.

For customers with a history of significantly high claims, HP reserves the right to deny requests to purchase the Accidental Damage Protection feature.

Country restrictions may apply. Contact a local HP sales office for detailed information on service availability for Accidental Damage Protection.

Damage to external peripherals attached to base unit. Accidental Damage Protection coverage will only extend to the base computer.

LIMITATIONS TO TRAVEL SUPPORT

HP requires that you return the failed unit to the original country of purchase if any repair event, including Accidental Damage Protection, would require replacement of the device. Whole unit replacement is not available outside the original country of purchase for this service. Travel coverage is limited to onsite repair of the original unit.

When you travel outside the country of purchase, the described support services will be provided only if the country/geographic location where the service is requested and delivered is listed as a participating country/geographic location on a table accessible here. Services are not available under this agreement in countries/geographic locations other than those listed in that table. Service may, however, be provided at a lower service level at some additional locations not listed in that table.

If parts needed for the repair, especially specialised language-specific or country-specific parts, are not available, you have the following options:

- Postpone the request for the service until you have returned to the country where the product was originally purchased.
- Accept the replacement of a defective foreign part with a local part (for example, British/American keyboard).

Specialised language-specific or country-specific parts such as non-international English keyboards, non-local-language keyboards or certain localised power supply parts are not generally available when travelling internationally and are not covered under the terms of this agreement, except within the boundaries of the country of origin.

Services requested outside the original country of purchase are limited to the base unit only. Services for external monitors are provided only in the original country of purchase, if this additional coverage has been purchased. The docking station or port replicator is eligible for coverage within the host country where the HP Care Pack was purchased, but coverage is not provided when travelling outside the country of purchase.

Non-HP-branded options are excluded from this service.

EXCLUSIONS FROM HP HARDWARE SUPPORT ONSITE SERVICE

- Backup, recovery and support of the operating system, other software and data.
- Operational testing of applications or additional tests requested or required by you.
- Troubleshooting for interconnectivity or compatibility problems.
- Support for network-related problems.
- Services required due to failure to incorporate any system fix, repair, patch or modification provided by HP.
- Services required due to failure to take avoidance action previously advised by HP.
- Services required due to improper treatment or use of the product.
- Services required due to unauthorised attempts to install, repair, maintain or modify hardware, firmware or software.

MAXIMUM SUPPORTED LIFETIME/MAXIMUM USAGE

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, product QuickSpecs or the technical product data sheet will not be provided, repaired or replaced as part of this service.

TRAVEL ZONES

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP-designated support hub. Response times for sites located more than 100 miles (160 km) from an HP-designated support hub will have modified response times for extended travel, as shown in the table below. Distances indicated below are for guidance only. For more information on travel zones, contact a local HP sales office.

DISTANCE FROM HP-DESIGNATED SUPPORT HUB	1-HOUR ONSITE RESPONSE TIME	2-HOUR ONSITE RESPONSE TIME	4-HOUR ONSITE RESPONSE TIME	NEXT-DAY AND GREATER ONSITE RESPONSE TIME
0–25 miles (0–40 km)	1 hour	2 hours	4 hours	Next/2nd/3rd/5th coverage day
26–50 miles (41–80 km)	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability	4 hours	Next/2nd/3rd/5th coverage day
50–100 miles (81–160 km)	Not available	Not available	4 hours	Next/2nd/3rd/5th coverage day
101–200 miles (161–320 km)	Not available	Not available	8 hours	1 additional coverage day
201–300 miles (321–480 km)	Not available	Not available	Established at time of order and subject to resource availability	2 additional coverage days
More than 300 miles (480 km)	Not available	Not available	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability

Travel to sites located within 200 miles (320 km) of a HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP-designated support hub, there will be an additional travel charge.

If the product is located or is to be installed outside of the specified travel zone or if the site location is not accessible by driving and thus requires special access (e.g. oil rigs, ships or remote areas in deserts), the service may be subject to additional support charges, longer response times, reduced coverage hours or pick-up and return service delivery, as determined by HP. Please check local support conditions with your HP sales representative.

Travel zones and charges may vary in some geographical locations.

Terms and conditions

See complete HP Care Pack terms and conditions.

General provisions/other exclusions

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

Ordering information

To obtain further information or to order HP Onsite Care, contact a local HP sales representative.

Learn more at hp.com/go/cpc

Sign up for updates hp.com/go/getupdated

Share with colleagues

1. 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 https://cpc2.ext.hp.com/. 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.
2. Sold separately or as an additional option.
3. If Defective Media Retention is purchased alongside HP Onsite Care, any hard drives replaced will be retained by the customer.
4. Service levels and response times may vary depending on your geographical location.
5. Peripherals need to be purchased alongside the PC to be covered by the Solution Care Pack.
6. Service available on commercial desktops, workstations, mobile workstations and select notebooks.
7. Based on HP worldwide customer support data from 1/2022-10/22

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 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 an HP product.

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