

HP Data Recovery Service - Americas

HP Care Pack Services

Technical data



HP realizes that data is vital to your business. When you purchase any HP commercial notebook, desktop, or workstation you have the option to buy HP Data Recovery Service (DRS) at a fraction of the normal cost. Knowing that you have protection in the event of a data disaster can bring invaluable peace of mind. If you cannot access the data on your hard disk drive (HDD), you can trust HP to help recover your data.* DRS coverage provides data recovery in the event mechanical or software-related issues result in the inaccessibility of your files. Data can be recovered from disk drives and solid-state drives installed on your HP platform.

* Data Recovery service is performed on a best effort basis. Condition of the media will determine what files are recoverable. In the event no data is recoverable, HP will refund the customer a prorated amount up to the amount paid for the DRS Care Pack.

Service benefits

- Safe handling of your files with fast, secure, and confidential data recovery
- Reliable and prompt data recovery helps mitigate business risks and opportunity costs
- Predictable cost of data recovery, reducing the total cost of data protection and disaster recovery
- Expert data recovery performed by experienced professionals in a sealed, contaminant-proof environment
- Simple, standalone data protection or protection complementary to other solutions

Service feature highlights

- Data recovery
- Service deployment
- Coverage window

Specifications

Table 1. Service features

Feature	Delivery specifications
Data recovery	<p>HP Data Recovery Service includes coverage in the event of data loss due to mechanical failure, accidental deletion, software crash, or malware.** The service is conducted at an offsite location, where HP will recover the Customer's data on a best-effort basis.</p> <p>Data recovery requires no fewer than 5 days, not including delivery time from the Customer and return of data from HP to the Customer.***</p> <p>Data Recovery Service instances are unlimited during the active period of the Care Pack Service.</p> <p>All recovered data will be returned to the Customer on CD or DVD media. Shipping costs of the defective hard drive from the Customer to HP and return of data to the Customer are included in the service pricing.</p> <p>**Failure of the hard drive is determined by diagnosis and confirmation of an HP technician.</p> <p>***Turnaround time does not include ship time from Customer to HP recovery center, or return of data disk to the Customer's designated address. Intermittent failure may require additional recovery time. In this event, the Customer will be notified by HP.</p>
Services deployment	<p>In the event the Customer cannot access their data, HP Support must be contacted directly for diagnosis of hardware. The Customer may request data recovery once the hard drive has been diagnosed and is determined to be defective.</p> <p>Data will only be recovered from the hard drive of the notebook, desktop, or workstation that is installed in the hardware unit covered by Data Recovery Service.</p> <p>The Customer's contact information and mailing address will be verified and used for the remaining steps of the data recovery claim process.</p> <p>The Customer will be provided a reference number for their data recovery claim. For updates on the status of data recovery, the Customer can call HP Support and provide this reference number. Additionally, the Customer will be provided access to an online portal to track recovery status. A prepaid shipping label will be provided to the Customer via email.</p> <p>Upon receiving the Customer's defective hard drive, HP will perform the data recovery. HP will provide a Web site for tracking the progress of the data recovery process.</p> <p>Recovered data will be saved to a CD or DVD and mailed directly to the Customer.</p>
Coverage window	<p>Hours of coverage are 8 hours a day, 5 days a week, Monday through Friday, 9:00 a.m. to 5:00 p.m. local time, excluding HP holidays.</p>

Customer responsibilities

The Customer will:

- Maintain HP's hardware product warranty or warranty upgrade during Data Recovery Service coverage
- Contact HP support at the provided number to initiate the diagnosis and data recovery process
- Package and ship the HDD eligible for recovery to the location specified by HP; suggested packaging is twice the size of the media wrapped in anti-shock material to reduce movement and damage during shipment
- Store data from the CD or DVD to the desired file storage location
- Ensure that all service prerequisites, as identified during service deployment, have been met

Service limitations

Data Recovery Service is currently available in the United States and Canada.

Data Recovery Service cannot be purchased if pre-existing issues have resulted in inaccessibility of files on eligible HP hardware.

If Data Recovery Service is purchased separately from the hardware, a 30-day waiting period is required until data recovery can be performed by HP on behalf of the Customer.

HP platforms with RAID configurations or with more than 2 preinstalled hard drives are not eligible for this Care Pack Service.

Recovery of data from hardware not covered by an HP warranty or HP support agreement is not included in Data Recovery Service. Data will only be recovered from the hard drive of the notebook, desktop, or workstation that is installed in the hardware unit covered by Data Recovery Service.

HP may cancel the Data Recovery Service at any time during the service term if the Customer refuses the assistance of an HP technician or makes abusive claims for data recovery. In this event, HP will provide the Customer with a written notice of cancellation, with no Customer entitlement to refund.

The condition of the storage media determines what files are recoverable.

Service does not include data recovery in the event of accidental damage or events of act of god (such as fire, flood, weather) affecting the hard drive. If the Customer has current coverage for both Accidental Damage Protection and Data Recovery Service, the data recovery service will be honored. Coverage of accidents to hardware is determined by terms and conditions of HP Accidental Damage Protection.

Recovery is on a best-effort basis. HP does not make any guarantee that data is recoverable in all cases. In the event no data is recoverable, HP will refund the Customer a prorated amount up to the amount paid for the DRS Care Pack.

Recovered data files are not created by HP. HP does not guarantee the security, purpose, or use of the files.

Software, operating system, and malware troubleshooting are not included in diagnosis support.

Hardware support prior to data recovery is dictated by current warranty service level or warranty extension.

Data Recovery Service does not prevent the infection of malware or file intrusion by third parties. It is the Customer's responsibility to protect their hardware and data from damage or intrusion.

Data Recovery Service does not include the following:

- Installation, license, or support for software
- Any services not clearly specified in this document
- Services required due to causes external to the HP supported hardware or software
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software

Turnaround time does not include ship time from Customer to HP recovery center, or return of data disk to the Customer's designated address. Intermittent failure may require additional recovery time. In this event the Customer will be notified by HP.

Failure of the hard drive is determined by diagnosis and confirmation of an HP technician.

Data Recovery Service does not entitle the Customer to a replacement hard drive. Hardware must be under current warranty or Care Pack post warranty. Replacement hard drive is provided under terms and conditions of the current warranty coverage of the hardware unit.

Service eligibility

Only HP products and HP-supported products that are sold by HP or an HP authorized reseller are eligible for HP Data Recovery Service.

1-year or 3-year HP Care Pack Service coverage is offered within the base warranty or within a warranty uplift or extension. Following purchase of the Care Pack Service, recovery instances are unlimited within the 1-year or 3-year coverage period, so long as the hardware remains under a current warranty. HP platforms with RAID configurations or with more than 2 preinstalled hard drives are not eligible for this Care Pack Service.

The HP notebook, desktop, or workstation must be under current warranty coverage to be eligible for purchase of the HP Data Recovery Service Care Pack. The Data Recovery Service Care Pack is immediately eligible for use if purchased with the attached hardware. If Data Recovery Service is purchased separately from the hardware, a 30-day waiting period is required until data recovery can be performed by HP on behalf of the Customer.

General provisions/Other exclusions

HP reserves the right to adjust pricing for all prospective sales of this service.

Any services provided outside of HP standard business hours may be subject to additional charges.

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Data Recovery Services, contact a local HP sales representative.

For more information

For more information on HP Services, contact any of our U.S. or Canada sales offices or visit our Web site at:

HP Support Services: www.hp.com/hps/support

HP Care Pack Services: www.hp.com/hps/carepack

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