



Hardware Support Offsite Return Service with SmartFriend

Care Pack, part of HP Care

Service benefits

- Flexible shipment options
- Reliable, lower-cost alternative to onsite support for products in noncritical business or home environments
- High-quality support
- Availability of an HP service technician who can answer select 'how-to' questions not addressed by your product manual and help solve problems not covered by your standard warranty or extended service plan

Service feature highlights

- Remote problem diagnosis and support
- Office support and materials
- Return shipment
- Shipment to the HP designated repair center
- Turnaround time
- Coverage window
- SmartFriend user advisory

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 center. The service includes offsite repair or replacement, materials and parts, labor, and the cost of return shipment. This service will connect you with a technician who can answer selected 'how-to' questions not addressed by your product manual or typically not covered by your standard warranty or extended service plan. A SmartFriend can also help you improve the performance of your PCs, or provide assistance with various operations such as transferring data, upgrading to a new operating system, setting up a home network, checking the current level of protection, getting rid of viruses, and more.

HP offers multiple service levels with different shipment options to the HP designated repair center, as detailed below.

Some service levels are also available with optional service features such as accidental damage protection.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	When experiencing a problem, the Customer must first place a call to a designated support telephone number. HP will provide basic telephone technical assistance with installation, product configuration, setup, 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 at the request of HP. HP will then work with the Customer remotely to isolate the hardware problem.
Offsite support and materials	<p>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 center, where HP will provide technical support. HP will provide HP-supported parts and materials necessary to return the hardware product to operating condition. HP may, at its sole discretion, elect to replace such hardware products in lieu of repairing them. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.</p> <p>In addition, HP may install commercially available engineering improvements on the covered hardware product to enable proper operation of the hardware products 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.</p>
Return shipment	An HP authorized courier will return the repaired or replaced product to the Customer's location, if it is within the geographic location where the service was provided. Return shipment will be by ground transportation and usually takes between 3 and 7 business days. The Customer may request accelerated delivery at an additional charge.

Feature	Delivery specifications
Shipment to the HP designated repair center	<p>Depending on the service level purchased, HP offers different shipment options for delivering the defective product to the HP designated repair center:</p> <ul style="list-style-type: none"> • Delivery by the Customer: With this option, the Customer is responsible for delivering the defective product to the HP designated repair center. 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. • Pickup by HP: An HP authorized courier will pick up the defective product at the Customer's location, provided the pickup location is within the geographic location where the service will be provided, and deliver it to the HP designated repair center. It is the Customer's responsibility to appropriately package and prepare the product for courier pickup. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All otherservice requests will be scheduled for next-business-day pickup.
Turnaround time	<p>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 shipped back to the Customer. Received by HP means (depending on shipment option used) either: (1) picked up at the Customer's site by an HP authorized courier or (2) received during HP business hours at the HP designated repair center, 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 received at the HP designated repair center after 5:00 p.m. local time, the three-business-day turnaround time starts with the next business day.</p> <p>The three-business-day turnaround time is not available for all geographic locations and may be longer outside metropolitan areas.</p>
Coverage window	<p>The coverage window specifies the time during which the described services are delivered offsite or remotely. Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays (may vary by geographic location).</p>
SmartFriend user advisory	<p>SmartFriend provides the Customer with a single telephone-based resource for responses to a wide range of end-user technical questions and problems related to the use of personal computers and imaging and printing products and applications. This service will connect the Customer with a technician who can answer selected 'how-to' questions not addressed by the product manual or typically not covered by a standard warranty or an extended service plan.</p> <p>SmartFriend includes advisory support and technical assistance on the features and use of printing products and multivendor software business applications and utilities running in Microsoft® operating systems. This covers Web browsers and word processing, antivirus, and mail applications from major vendors such as Microsoft and Adobe®. The full and detailed list of covered applications is available at www.hp.com/go/smartfriend.</p> <p>SmartFriend can also help users improve the performance of their PCs, as well as provide assistance on various operations such as transferring data, upgrading to a new operating system, setting up a home network, checking the current level of protection, and getting rid of viruses.</p>

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Accidental damage protection	<p>For eligible products, specific service levels may be offered with protection against accidental damage from handling. Where accidental damage protection applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service.</p> <p>Accidental damage is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the 'Service limitations' section.</p>

Specifications

Table 3. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
Return Service	<p>HP provides a return service that includes repair or replacement and return of the defective product, including all parts, labor, 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 center.</p> <p>HP will return the repaired or replaced product to the Customer's site, if it is within the geographic location where the service is provided. 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 center 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 shipment for an additional charge, which will be billed to the Customer.</p> <p>The Customer may call the HP Customer Support Center between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. Extended telephone support may be available for selected products (times may vary by geographic location).</p>
Pickup and Return Service	<p>HP provides a door-to-door service that includes pickup, repair, or replacement of the defective product, and return of the operational product. 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. Turnaround time is measured in elapsed business days from the time the product is picked up at the Customer's site, if it is within the geographic 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 shipment for an additional charge, which will be billed to the Customer.</p> <p>The Customer may call the HP Customer Support Center between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other calls will be scheduled for next-business-day pickup. Extended telephone support may be available for selected products (times may vary by geographic location).</p>

Coverage

All standard accessories included with the HP base unit part number and all HP supplied internal components, such as HP Jetdirect cards, memory, and CD-ROM drives, are covered under this service.

Additionally, external accessories limited to the HP branded mouse, keyboard, and AC power included with the main product or purchased together with the main product are covered.

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 monitors, cradles, docking stations, and port replicators
- Any product previously repaired by an unauthorized technician or user

SmartFriend supports many third-party software applications and utilities that function on any personal computer. Please see hp.com/go/smartfriend for a complete list of supported products.

Customer responsibilities

In cases where the Customer does not act upon the Customer responsibilities as stated below, HP or an HP authorized service provider will not be obligated to deliver the services as described.

The Customer or HP authorized 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) is to occur within 10 days of the change.

The Customer must ensure that the product is appropriately packaged and prepared for pickup or the chosen method of delivery or shipment to the HP designated repair center. HP may require the Customer to include a print-out 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.

For Care Packs 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. HP reserves the right to deny repair under this coverage program for damages to systems on which the incident has been reported more than 30 days after the incident date.

If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, it is the Customer's responsibility to continually use these product accessories for protection against damage to the covered product.

Upon HP 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
- Ensure all software products are properly licensed
- Assume full responsibility for the management and protection of the service's unique access number(s)
- Adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent
- Allow HP personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining the system and software
- Maintain a current backup copy of the operating system, development programs, and all other applicable software programs and data
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

Service limitations

Activities such as, but not limited to, the following 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 unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software

- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- User preventive maintenance
- Support of non-supported software
- Support for the network on which applications are running
- Services required due to causes external to the equipment or software
- Software product media, documentation, and license updates
- Support for any version of a software product more than 180 days after release of the subsequent version, unless otherwise agreed (HP may provide support for past versions, but additional charges may apply)
- Questions not directly related to the PC usage and environment (e.g., advice and support on telephony, purchasing, servers, etc.)
- Assistance with topics relating to application or Web development

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 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 color, 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, unauthorized repairs or attempts to repair, improper and unauthorized 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 Care Pack
- 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
- 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 willful 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. 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 willful or intentional damage to the product. Any damage resulting from such acts are 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 Care Pack 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 Care Pack 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.

Ordering information

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

For more information
hp.com/go/pcandprintservices

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