



# HP Dispose and Refresh Services



## Service benefits

- Control of old assets
- Environmental responsibility
- Security of intellectual property

## Feature highlights

- Removal of outdated equipment
- Responsible recycling or repurposing of end-of-use assets
- Secure deletion of sensitive data and business-critical information

## Service overview

HP offers a comprehensive portfolio of PC-related services. We deliver business-ready PCs to IT departments and end-users; optimise and maintain their PCs, notebooks, and tablets; and decommission and dispose of their old equipment. HP Dispose and Refresh Services are an essential element of our services portfolio. When it's time to retire old PCs and devices, you want to be sure the job gets done the right way. HP can help you dispose of or remarket hardware devices in a secure, efficient, and environmentally sound manner. Let HP take charge of your retired devices.

## Features and specifications

Dispose and Refresh Services help you properly handle equipment that has reached end-of-use.

- **Deinstallation Service:** HP removes PCs, monitors, and assorted peripherals from working locations (cubicles, offices, labs, or rooms), moves them to your designated staging location on-premise (such as an empty office, loading dock, or building corner) and prepares them for transport.
- **Recycling Service:** HP manages the final disposition of your deinstalled, end-of-use assets through responsible reuse or recycling, depending on its condition.
- **Sanitisation Service:** HP will completely erase all information from end-of-use equipment, or permanently destroy storage media, as appropriate to prevent anyone from recovering any potentially sensitive data from end-of-life assets after disposal.

## Delivery specifications

### Deinstallation Service

HP will pack and stack your old hardware and provide a deinstallation register in Microsoft Excel format that includes the product description, serial number, and asset tag number (if present). Equipment to be deinstalled can include a PC, monitor, docking station, keyboard, and/or mouse that must be in the same office, cubicle, lab, or room where the new hardware was installed.

### Recycling Service

HP will schedule equipment removal with an approved logistics service provider, who transports deinstalled assets from centralised collection areas to an HP-approved asset processing facility. Based on age, condition, and market demand, we may either refurbish devices for reuse or recycle them in a safe, environmentally responsible way. Either way, you will receive a certificate of asset disposition within one month of processing.

### Sanitisation Service

HP permanently erases information using a certified data wipe, or physically destroys the hard drives. Both methods comply with the latest industry standards, rendering any data previously stored on the device completely unreadable. Sanitisation can be performed on or off premises, with or without HP Recycling Service. We can leave wiped or destroyed hard drives behind for you to manage according to your own internal security policies or requirements, if requested. We provide a full report on the outcome.

## Customer responsibilities

- **Preparation:** Consolidate all assets intended for disposal in one ground-floor location with pallet access and close to an exit (unless Deinstallation Service is also ordered). Prepare a detailed, signed collection note.
- **Data backup:** You must back up any data or software you want to retain from all equipment intended for disposal before scheduling services. Also delete any confidential information (unless Sanitisation Service is also ordered).
- **Site access:** Building and parking restrictions must be specified when the appointment is made. Requirements for union labour or security clearance must be communicated and pre-clearance provided prior to engagement of the service. Failed collections resulting from access restrictions or no-show of site personnel will incur full charge and will not be refunded.
- **Workspace:** You must provide an adequate space and facilities within a reasonable distance from cubicles, offices, labs, or rooms to move and store products, including working space for onsite Sanitisation (if requested) and storage space for removed hard drives (if you intend to retain them). You must notify HP of any potential health or safety hazard, and HP may postpone service until hazards are remedied.
- **Confidentiality:** Information exchanged under this Agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement, and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorised use or disclosure for 3 years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.

- **Personal information:** Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information in providing services. To the extent HP has access to personal identifiable information stored on a system or device of yours, such access will likely be incidental and you will remain the data controller of personal identifiable information at all times. Any personal identifiable information HP has access to will only be used for purposes of delivering the services ordered. You are responsible for the security of your proprietary and confidential information.

## Service limitations

- **Appointment booking:** Service appointments must be scheduled five business days in advance. Changes or cancellations must be made at least five business days prior to the scheduled date to avoid additional fees.
- **Service delivery:** Service can only be scheduled during normal business hours, Monday through Friday, 8 a.m. to 5 p.m. local time. Service requests outside these times may be subject to a surcharge. Service is not available on HP holidays. Services must be received/ executed in the country of ordering.
- **Order cancellation:** You may cancel orders for this service prior to appointment booking delivery at no charge.
- **Subcontracting:** HP may subcontract services to HP authorised service providers, or transfer a Service Agreement to another HP entity at any time, subject to written notice.
- **Geographic coverage:** Service may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.

## For more information

Contact your local HP sales representative or channel partner for details or visit [hp.com/go/configureanddeploy](http://hp.com/go/configureanddeploy)

Sign up for updates  
[hp.com/go/getupdated](http://hp.com/go/getupdated)



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.

© Copyright 2018 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. Printed in the United States.

