

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- Removal of outdated equipment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.



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.
- **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

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