

HP Recover and Renew Services



Service benefits

- Control of old assets
- Environmental responsibility
- Security of intellectual property
- Enables the circular economy

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- Removal of outdated equipment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; optimize and maintain their PCs, notebooks, and tablets; and offer secure and sustainable end-of-use services. HP Recover and Renew 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. With support for the circular economy, let HP take charge of your retired equipment in a secure, efficient, and environmentally sound manner.

Features and specifications

Recover and Renew Services help you properly handle equipment that has reached end-of-use.

- **HP 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. HP can also remove your storage media from your devices and leave it with you if requested.
- **HP Recycling Service:** HP manages the final disposition of your deinstalled, end-of-use assets through responsible reuse or recycling, depending on condition.
- **HP Sanitization Service:** HP will permanently and completely erase all information from end-of-use equipment to ensure no sensitive or confidential data or parts of it can be recovered.

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 mouse that must be in the same office, cubicle, lab, or room where the new hardware was installed. If storage media removal is requested, HP will perform the removal onsite and will return the media removed to your deinstallation location.

Recycling Service

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

Sanitization Service

HP permanently and completely erases the information by either data wiping or destroying the storage media. Both methods comply with the latest industry standards, rendering any data previously stored on the device completely unreadable. Sanitization can be performed on or off premises, with or without HP Recycling Service. We can leave wiped or destroyed storage media 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:** If Deinstallation Service is ordered, HP will make the necessary asset preparation, otherwise the customer must consolidate assets in a central location on the ground floor or in an area with lift accessibility and direct access to the loading area. If ordering the standalone recycling service, assets must be palletized or boxed. For any other services, packing and palletization will be performed by an HP Service partner. A detailed service note will be provided by HP and must be signed by the customer prior to service delivery.
- **Data backup:** Any data within the assets that needs to be retained must be properly backed up, and confidential information should be deleted unless the Sanitization Service is also ordered.
- **Site access:** Building and parking restrictions, including security clearance must be specified when ordering the service. The customer representative identified during service scheduling must be present on site to direct the HP service provider to the appropriate equipment. 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 sanitization (if requested) and storage space for removed storage media (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 unauthorized 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:** Services appointments must be scheduled seven business days in advance. Changes or cancellations must be made at least three business days prior to the scheduled date to avoid additional fees.
- **Asset collection:** Assets collected from your site cannot be returned.
- **Service delivery:** Services can only be scheduled during normal business hours, Monday through Friday, 9 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 any part of the service to a third party, including HP authorized 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/recoverandrenew

Sign up for updates
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