

# Logistic Services

## HP Deployment Services



### Service benefits

- Delivery to your dock with proactive delivery notification prior to delivery
- Consolidated and customized delivery options
- Waste removal and other special requests
- Fixed price

### Service overview

HP Deployment Services provide customers with a comprehensive PC-related services portfolio that delivers truly business-ready PCs to IT departments and end users. Logistic Services are an essential element of comprehensive Deployment Services that cover the distribution, delivery, installation, data migration, and PC Deployment project management. With help from HP, companies can reduce the amount of time IT teams spend on rollout and refresh projects, so they can focus more on core, strategic work.

The following Logistic Services are provided by HP:

- Door/Dock Delivery Service
- Inside Delivery Service
- Unpacking and Waste Removal Service
- Consolidated Delivery Service
- Customized Pallet Service
- Special Equipment and Requests Service
- Non-working Day Delivery Service

### Specifications

#### Door/Dock Delivery Service

HP will deliver units from the factory to the door or dock at the ship-to address of a Customer. The service is provided by basic shipment and not consolidated delivery and are limited to normal business days and hours. HP will provide proactive delivery notifications prior to delivery. Track, trace and proof of delivery are also included in the service. The service can be ordered with or without an appointment.

#### Inside Delivery Service

HP Inside Delivery Service provides the delivery of units to a Customer's designated or specified work environment. The work environment can include, but is not limited to, a cubicle, office, lab, or room. The exact location will be specified by the Customer. Each delivery will generate an invoice (or multiple invoices per Customer order). And basic delivery lead time applies unless specific Customer terms and conditions exist. This service does not include product installation activities.

#### Unpacking and Waste Removal Service

HP Unpacking and Waste Removal Service includes the unpacking of all HP products delivered to the Customer's location and the disposal of any associated waste according to environmental laws.

HP will inventory the shipment against the packing list, unpack all products delivered, and remove packaging materials to an on-premise Customer-designated location. This service is available only with HP Inside Delivery Service.

### **Consolidated Delivery Service**

HP Consolidated Delivery Service provides the consolidation and delivery of all products from a single order at the same time to the location specified by the Customer. This service is applicable only to hardware PC platform units and their accompanying monitors, docks, keyboards, and mice, and is charged accordingly. One unique delivery will be made to the Customer location for products originating from different HP manufacturing locations. Delivery consolidation may result in a longer order-to-delivery timeframe.

### **Customized Pallet Service**

HP Customized Pallet Service enables shipments to be palletized to accommodate the Customer's location specifications and access constraints (e.g., limited height, type of pallet, elevator size). HP will deliver HP products on a unique pallet size or format. The Customer can choose between industrial (100 cm x 120 cm) or European (80 cm x 120 cm) pallet sizes, or choose a pallet size based on a specific height. HP can customize the pallet to a specific height limit (e.g., less than 140 cm).

### **Special Equipment and Request Service**

HP Special Equipment and Request Service provides equipment solutions and/or consulting with a pre-delivery site survey when special needs exist for a delivery location. This service provides a real end-to-end solution that meets Customer work environment specifications. Examples include:

- HP can provide special equipment to carry HP products from the truck unloading site to the Customer's location (e.g., truck lift, crane, or external elevator).
- HP can make accommodations for inside/desk delivery of specific basic service-level requests (e.g., two workers to carry the products or use of a floor covering to protect the Customer's work environment).

Note: Each Customer request requires a separate quantity selected. For example, if a Customer requests a crane and two people at delivery, the Customer would need to order a quantity of two Special Equipment and Request Service orders for each PC delivered.

### **Non-working Day Delivery Service**

HP Non-working Day Delivery Service provides for the scheduling and support of basic delivery services for HP products to the Customer on a non-standard HP business day. This service helps the Customer avoid business disruption (e.g., financial institutions or IT server rooms). HP will provide delivery on non-standard business days (e.g., Sunday delivery). Non-standard business day delivery requires a specific agreement with the Customer prior to an order's submission.

Overall key differentiators for HP Value-added Logistic Services include fixed pricing, HP platform breadth, global reach, and local touch.

These services are applicable only to hardware PC platform units and their accompanying monitors, docks, keyboards, and mice, and is charged accordingly. For accompanying accessories, this service will be executed but not charged as a separate service fee.

## **Special considerations**

### **General services**

- Each service is negotiated at a fixed price per unit according to the Customer's catalog.

### **Door/Dock Delivery**

- This service cannot be selected with inside delivery or stock express.
- This service can be associated with any value-added services, except for Unpacking and Waste Removal Service.

### **Inside Delivery Service**

- This service can be associated with HP Installation Services if the Customer wants to move delivered hardware to an interim storage or staging area prior to the delivery of assets to point-of-use locations (e.g., cubicle, office, lab, or room).
- This service can include associated services (free of charge) such as truck access constraint management and other valued-added services.

### **Unpacking and Waste Removal Service**

- This service does not include the disposal of old equipment.
- This service can only be ordered when the Inside Delivery Service is also ordered.
- This service does not provide installation or plug-in services.
- Waste removal is limited to empty boxes, cartons, inserts, and cushions.

### **Value-added Logistic Services other than Inside Delivery and Unpacking and Waste Removal Services**

- Each activated service will be quoted and charged.
- HP Customized Pallet Service is available only with HP Consolidated Delivery Service.

## Customer responsibilities

### **Site and product access**

The Customer must ensure access to the building, floor, and individual cubicles, offices, labs, or rooms where Logistic Services will be delivered on the date and time that the delivery is scheduled. Further, the Customer will provide working space and facilities within a reasonable distance of the products, as well as access to and use of information, Customer resources, and facilities, as is reasonably determined necessary by HP, to provide Logistic Services for the products and to allow the HP service agent to help with the delivery of the new units.

Customer resources include site representative and contact to identify the cubicles, offices, labs, and rooms where the services are to take place.

The Customer's receiving location (e.g., door or dock) must be in the same building as the Customer's location for the Inside Delivery and Unpacking and Waste Removal Service.

### **Project management**

Overall project management is provided by the Customer or ordered as a separate managed service from HP or a third party. HP or its authorized service provider will schedule an appointment with one person per site. It will be the responsibility of the Customer to contact or inform its end users.

If the Customer's project management or deployment coordination is performed in non-English speaking countries, and those resources act as appointment contacts for HP or its local authorized service providers, the Customer's contact will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

### **Asset security**

The Customer will ensure that all locations provide an adequate level of security and that any quarantine capabilities are consistent with its own internal security standards. HP assumes no liability in case of damage, theft, fire, and so on, for assets placed in the Customer-designated decommission location.

### **Site access**

Access to the collection point needs to be clear of obstacles (e.g. restricted access, locked doors, etc.). It is the Customer's responsibility to provide special equipment such as forklifts and stair walkers, as well as their respective operators, if not ordered with the logistics services. If elevators are present, the Customer will help with elevator access for the movement of units across different floors.

The Customer must inform HP or its authorized service provider about required clearance levels or passports to access military or public areas, laboratories, and so on.

### **General responsibilities**

#### *Hazardous environment*

The Customer must notify HP if it is discovered that the working area allocated to HP poses a potential health or safety hazard to HP or service agent employees. HP may postpone Deployment Services until the Customer remedies such hazards.

The Customer needs to ensure that equipment is free from contamination by chemicals, biological agents, or other substances that are not integral to the original new equipment or otherwise associated with a normal office environment.

*Authorized representative*

The Customer must have a representative present when HP service engineers are providing Deployment Services at the Customer's site.

The Customer's representative will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

*Specific requirements*

The Customer must fulfill the above responsibilities for the specific services acquired.

**Confidentiality**

Customer is responsible for the security of its proprietary and confidential information. 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 ("PII") of Customer in providing services. To the extent HP has access to Customer PII stored on a system or device of Customer, such access will likely be incidental and Customer will remain the data controller of Customer PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered. Customer is responsible for the security of its proprietary and confidential information, including PII.

## General provisions

### Order cancellation

Customer may cancel orders for this service prior to appointment booking delivery at no charge.

### Service delivery

Services must be received/executed in the country of ordering.

### Operational hours

Logistic Services are performed during local standard HP business hours on standard business days excluding local public holidays unless HP Non-working Day Delivery Service is ordered.

### Subcontracting

HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorized service providers, or (b) assign or transfer this Service Agreement to another HP entity at any time subject to written notice.

### Geographic coverage

This service may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.

## Ordering information

Logistic Services are available to customers who order HP hardware. Logistic Services can be, but do not necessarily have to be ordered in tandem with Installation Services.

### Learn more at

[hp.com/go/deployment](http://hp.com/go/deployment)

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



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