

Let HP securely recover and repurpose or recycle your end-of-use devices.



HP Recover and Renew Services



Service benefits

- Safe removal of confidential information
- Easy transition from old devices to new devices
- Compliance with government and environmental regulations*
- Recycling and reuse done according to industry-leading standards and through HP-approved partners that are rigorously audited

Service highlights

- Comprehensive deinstallation of devices
- Secure data wipe that meets industry guidelines
- Environmentally conscious recycling

Services you can count on

As a key element of HP Lifecycle Services, Recover and Renew Services provide comprehensive solutions to securely recover, repurpose, or recycle your devices when they reach end of use. Get the expertise and services you need by letting us deinstall your devices, securely remove data, and then refurbish or recycle the devices.

HP provides the following Recover and Renew Services for HP or non-HP products:

HP Deinstallation Services

Quickly and easily replace old devices in preparation for a refresh. Let HP experts handle the deinstallation and removal of your PCs, displays, and peripherals and prepare them for transport so your IT staff can focus on higher-priority projects. HP will do the heavy lifting by packing your old hardware and providing a deinstallation report with the product descriptions, serial numbers, and asset tag numbers. Ease the transition to your new devices by including HP Deinstallation Services when ordering HP Installation Services.

HP Sanitization Services

Protect your confidential data before removing your old devices. Secure your information and get peace of mind when we completely erase the data from your devices or permanently destroy the storage media in accordance with the latest industry standards. Simplify the secure management of your old devices with our convenient onsite or offsite data wipe or destruction service. We can leave data-wiped or destroyed hard drives with you to manage according to your security policies. HP or its partners use the NIST Purge method to sanitize your data, as recommended by HP internal security consultants.

HP Recycling Services

Take advantage of efficient recycling of old devices. Smoothly transition to new devices while adhering to your policies for device end-of-use management and supporting social initiatives and environmental directives. We'll safely recycle your old devices following our strict policies and standards. You can give your old devices a new purpose. We are committed to improving our planet by reducing waste and environmental impact through device reuse programs.



Security and compliance

Have peace of mind knowing your devices will be processed securely and in compliance with industry best practices.

Security done right

Rest assured that HP data wiping or media destruction is done according to the latest industry standards, rendering any data completely unreadable.

Regulatory compliance

For our services, we request our partner to meet or comply with the new NIST Purge guidelines, as recommended by HP internal security consultants.

Environmental sustainability

You can count on HP to use processes supporting social initiatives and environmental directives throughout our circular economy approach to product design, build, and services. We handle the responsible reuse or recycling of your end-of-use devices safely and securely, providing you with appropriate documentation for your records. Your devices will be processed according to industry-leading reuse and recycling standards through HP-approved partners rigorously audited by a third party.

Enable the circular economy

The rapid pace of innovation in electronics and technology products is increasing the urgency to move toward a circular economy model in which products are repurposed and kept in use for as long as possible. At HP, we work to design for sustainability at every stage of the product lifecycle—from use, to servicing and maintaining, to end-of-service. When our products reach end of use, our repair, reuse, and recycling programs support responsible collection and processing to recover and reuse as much material as possible and reduce negative impacts on the environment and communities. Through these activities, we are helping to grow the supply chain and market for recycled materials and make progress toward a circular business model.

Sign up for updates
hp.com/go/getupdated



Learn more at
hp.com/go/recoverandrenew

* Vendors warrant that they and their suppliers will comply with all applicable laws and regulations, including environmental regulations, as well as committing to conformance with HP's own strict recycling standards. They are regularly audited by third-party auditors for compliance with these regulations and standards.

HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers 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 your HP product.

© Copyright 2019 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. Microsoft and Excel are U.S. registered trademarks of Microsoft Corporation.

