

HP Subscription

General information and FAQs



Overview

What is HP Subscription?¹

HP Subscription helps maximise your cash flow with the use of best-in-class hardware and services for a monthly payment – plus, it allows you to replace your computing devices with brand new ones every two or three years.

Bottom line: If you want access to the latest and best technology and are looking for a better way to manage your devices, HP Subscription is the best solution.

How will HP Subscription help my business?

HP Subscription helps you:

- Maximise cash flow
- Always have the latest and greatest technology and support from HP
- Reduce ongoing costs of maintaining ageing devices
- Save time by simplifying the planning, acquisition and replacement of your technology

How is HP Subscription beneficial for smaller businesses?

HP Subscription was actually designed for smaller business. It's the perfect solution for businesses that want to:

- Update technology, but do not have the cash to buy it outright (or need to save that cash for other business purposes)
- Get one-stop shopping for hardware, software and services (with the convenience of a single monthly payment)
- Refresh technology on a regular basis to help prevent obsolescence and disruptions in workflow
- Easily dispose of old PCs, servers or other IT equipment safely, securely and with minimum impact on the environment
- Convert capital expenses into operating expenses

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Details

How long are the subscription periods?

You can opt to subscribe for a period of 24 or 36 months.

What products are sold under HP Subscription?

HP and your preferred reseller are putting together different types of packages that typically include HP hardware, services and software. From entry level to top of the line, you will find the best solution for your company.

What kind of hardware is available under HP Subscription?

All of it! Any HP hardware is available, including the latest tablets, notebooks (and Intel® Ultrabooks™), accessories, printers, workstations, thin clients and servers.

What kind of software is available under HP Subscription?

HP Subscription packages may include HP and/or third-party software such as Microsoft Office® or Norton™ AntiVirus for example.

What kinds of services are available under HP Subscription?

HP Subscription packages may include a broad portfolio of services that will enable your full productivity and security. Here are some examples:

- **Next Business Day Onsite:** An authorised HP Services representative will arrive (if the issue cannot be resolved through remote support) within the coverage window
- **Travel Service:** Get quick repair of notebooks while on business travel and/or away from your office
- **Accidental Damage Protection:** Get easy repair or replacement of a damaged HP product due to accident without cost

Do I have to subscribe to a pre-defined configuration?

No. Even though HP and resellers are putting together a comprehensive selection of packages, you may ask for changes in the configuration that might be necessary to your company.

Process**How do I get an HP Subscription?**

You can acquire an HP Subscription through an HP reseller. Once you request an HP Subscription, the reseller will run a credit check before approving your request.

What does the credit approval process entail?

The credit check is automatically done through your HP reseller, and it can take up to 24 hours for approval. You will be asked to provide standard company information like name, address, approximate size, business type, years in business and industry.

Will I need to submit any financial statements or other documentation?

For transactions under \$150,000 (the full subscription amount), credit bureau information will suffice. Anti-money laundering documents may be required. Some applicants, including businesses that are less than two years old, may be asked for a principal's personal guarantee.

What are the criteria for approval?

The approval process is automated and based on your financial profile.

How do I know if I am approved?

When you have provided the required information to apply for an HP Business Subscription, your reseller will be able to promptly confirm or deny your approval. In some instances, additional information may be required for regulatory or credit purposes.

Terms and conditions**Where can I find HP Subscription Terms and Conditions?**

HP Subscription terms and conditions will be shared with you to review and sign once your application is processed.

When does my HP Subscription start?

HP Subscription begins upon signature of the Certificate of Acceptance (COA). Acceptance may be deemed to apply 10 business days after shipment of the subscription bundle. Please check the terms and conditions in your HP Subscription agreement. You'll receive your first invoice shortly thereafter.

Is it possible to upgrade to the latest HP products while in contract with HP Subscription?

Yes. As each situation can vary, work with your reseller to structure the best solution for you.

What happens if my hardware stops working during my subscription period?

HP will look into the issue and may provide a replacement if the hardware is within warranty or covered with an HP Service extension, such as an HP Care Pack Service.²

What happens if my hardware is damaged during my subscription period?

If your hardware is damaged during your subscription period, you may be assessed a fee to repair the equipment. The HP Subscription contract requires that equipment be returned in working condition. We recommend adding HP Accidental Damage Protection Care Service to your HP Subscription. Accidental Damage Protection will cover most types of damage to your hardware. Please contact your reseller for additional terms and conditions.

² Service levels and response times may vary depending on your geographic location. Restrictions and limitations apply. HP services are governed by the applicable HP terms and conditions of service provided or as 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 your HP Product.

What happens if my hardware is lost or stolen during my subscription period?

In the case of lost or stolen hardware, you would still be required to make your remaining monthly payments. We recommend purchasing HP PC Tracking and Recovery service or additional security option, like a STOP tag, to your HP Subscription to help protect your hardware. Please contact your HP reseller for more information.

Will HP have access to my data on the subscribed equipment?

While you have the hardware, HP will not access your data. HP advises that you wipe all data from your hard drive before it is returned to HP. When you return it after your subscription is over, HP will also wipe the disk of all information based upon industry standards.

Renewal

What happens when my subscription period ends?

90 days before your subscription is set to expire, HP will send you a notification letter with an option to renew – meaning you'll have a new subscription period and updated equipment to go along with it. Depending upon the configuration selected, your new payments will be reflected accordingly.

If you decide to renew, contact your HP reseller to assess the best option for your business. If you do nothing, the hardware portion of your subscription will continue to bill on a month-to-month basis. HP Care Packs and Services will expire.

What happens if I decide to renew?

When your HP Subscription comes to term, you can return the current equipment to HP and work with your reseller to choose new hardware, software and services.

What happens if I decide not to renew?

When your HP Subscription comes to term, you will return the hardware to HP and you will stop making monthly payments. HP will erase the hard drive of all information based on current industry standards.

Will HP increase my monthly payment after I renew?

Monthly payments are based on your selected hardware, software and services. The payment for new hardware, software and services may be higher or lower based on your selection.

Is there a way to own the PC?

Ownership is not possible under an HP Subscription contract. If you wish to continue with the same equipment, you can extend the subscription month-to-month as long as you'd like. If you are looking to purchase hardware at the end of a certain term, then HP Subscription is not the right option for you – we would recommend leasing instead.

What will HP do with my returned hardware?

If the hardware is obsolete, HP Financial Services will ensure it gets recycled responsibly and in accordance with national data security and environmental safety regulations.

Can I cancel my subscription?

You may not cancel your subscription and you will be responsible for all monthly payments for the duration of your subscription, once accepted. Acceptance may be deemed to apply within 10 business days of shipment of the subscription bundle, unless we receive your written cancellation prior to the end of the 10-day period. By signing a Certificate of Acceptance (CoA) or when requested to do so, you will have been deemed to accept the subscription bundle. Please check the terms and conditions in your HP Subscription agreement.

Acceptance may be deemed to apply 10 business days after shipment of the subscription bundle. Please check the terms and conditions in HP Subscription agreement.

Payment Options

Will my monthly payment change during my subscription period?

No. Your monthly payment will remain the same for the full subscription period.

How do I pay my HP Subscription invoice?

You pay by direct debit.

Will I receive any benefits for paying off my HP Subscription early?

No. You will not receive any benefits (other than avoiding late payment penalties).

Where should I call for billing-related questions?

Depending on your location, please call one of the following numbers:

France: +33 1 7036 0461

Germany +49 69 6680 5506

Spain +34 915 909 380

UK +44 20 7949 0230

Will I have any tax benefits on the HP Subscription model?

Possibly. However, you should check with your accountant to determine how HP Subscription could benefit you with regard to operating expenditures and capital expenditures.

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