



SmartFriend Privilege Service for Consumers

Care Pack, part of HP Care

Service features and benefits

- Pickup and return service—eliminates travel and call center wait times
- 24-hour/7-day phone and live chat support*—provides help when you need it; native language speaking call center agents are ready to resolve your technical issues anytime (including public holidays)
- 9-hour/7-day phone and live chat support*—provides help when you need it; native language speaking call center agents are ready to resolve your technical issues anytime (including public holidays)
- Data recovery—recovers your data in the event of data loss due to a software-related issue or hard drive failure
- PC health check—provides proactive health checks to improve the uptime of your HP device, help ensure that your PC is running effectively, and help avoid breakdowns
- Express repair—reduces wait time; repairs are made within 30 minutes
- Friendly follow-up (“happy call”)—includes a call from HP to determine if issues are resolved to your satisfaction

*Optional coverage availability depends on geographic location

Service overview

SmartFriend Privilege Service for Consumers delivers a suite of enhanced services and support offerings that provide added convenience and protection for HP devices that have an existing warranty or have an extended warranty covering offsite repair or replacement parts, including materials, parts, and labor, during the full period of coverage of this service. The service helps save time and improves the value of your technology investment with around-the-clock support.

Choose the service that best fits your needs or your device-related issue. SmartFriend Privilege Service for Consumers offers a range of different services, including 24-hour phone and live chat support, pickup and return service, data recovery, express repair, proactive maintenance, and more.

Specifications

Table 1. Service features

Feature	Delivery specifications
Pickup and return service	<p>Pickup and return service provides added convenience to the Customer, eliminating travel and wait times at the service centers. HP will arrange the service, after a remote diagnosis, if a defective part is identified and the call is logged with a case ID. This service covers the cost of pickup and return shipment of parts to the Customer location within the geographic location where the service is provided.</p> <p>The Customer can expect turnaround times within three (3) HP business days for eligible pickup and return locations. Exceptions include delivery to and from certain islands, intermittent device failures, and non-availability of parts. In these cases, additional travel and repair time may be required. Turnaround time is measured in elapsed business days from the time the product is picked up at the Customer location—if it is within the geographic location where the service is provided—until the time that the repaired product is ready to be returned to the Customer. Turnaround time does not include the time required to return the repaired or replaced product to the Customer. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer.</p> <p>Incidents with covered hardware can be reported to HP via phone or live chat, where available, 24 hours a day, 7 days a week (including public holidays). HP will confirm the receipt of the service request by logging the call, assigning a case ID, and communicating the case ID to the Customer. HP retains the right to determine the final resolution of all reported incidents.</p> <p>Conditions for product pickup and return:</p> <ul style="list-style-type: none"> • The Customer calls for repair before 2.00 p.m.—HP confirms the receipt of service request by logging the call and assigning a case ID. HP will arrange for pickup of defective parts at the Customer location by the next business day for eligible pickup and return locations. • The Customer calls for repair after 2.00 p.m.—HP will arrange for pickup of defective parts at the Customer location the day after the next business day for eligible pickup and return locations. • For select products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.

Feature	Delivery specifications
24-hour/7-day phone and live chat with native language support*	The Customer has convenient access to HP's customer call center 24 hours a day, 7 days a week (including public holidays). Staffed with experienced and qualified support agents, the call center will assist the Customer with native language speaking call center agents via phone and/or live chat to resolve technical issues whenever they occur.
9-hour/7-day phone and live chat with native language support*	The Customer has convenient access to HP's customer call center 9 hours a day, 7 days a week (including public holidays). Staffed with experienced and qualified support agents, the call center will assist the Customer with native language speaking call center agents via phone and/or live chat to resolve technical issues whenever they occur.
*Not available in all countries	
Data recovery service	This service provides data recovery in the event of data loss due to software-related issue or hard drive failure. After a diagnosis and confirmation by the HP technician, the Customer may request data recovery, either at one of the service centers or by calling the HP call center. The service is conducted at an offsite location where HP will recover the Customer's data on a best-effort basis. Recovered data may be returned to the Customer on CD or DVD media.
Conditions for data recovery:	
<ul style="list-style-type: none"> • Failure of the hard drive is determined after diagnosis and confirmation by the HP technician. The condition of the storage media determines what files are recoverable, HP does not provide guarantee that all data can be recovered via this service. 	
<ul style="list-style-type: none"> • Data recovery requires no fewer than five (5) working days, not including shipment time from the Customer to HP's designated data recovery center, or return of data disk to the Customer's designated address. Intermittent failure may require additional recovery time. In this event, the Customer will be notified by HP. 	
<ul style="list-style-type: none"> • The Customer is entitled to use this service only once per year, per device registered with HP. This service applies to eligible HP PC products only. 	
PC health check*	PC health check is a proactive maintenance service that helps prevent the unexpected failure of HP devices. HP uses a standard HP diagnostics program to check and verify hardware functionalities. If hardware errors are detected during the course of test and verification, HP will offer the fix before returning the device to the Customer. The Customer may request that a test report be provided with the delivery of the device to the Customer location.
Conditions for the PC health check:	
<ul style="list-style-type: none"> • The Customer is entitled to use this service up to two (2) times per year, per device registered with HP. The test and verification process differs by the type of HP device registered. This service applies to eligible HP PC and tablet products. 	
*Not available in all countries	

Feature	Delivery specifications
Express repair service	<p>The express repair service provides quick repair (within 30 minutes) for select PC parts (e.g., battery, power adapter, DVD drive). The service is designed for walk-in customers to HP service centers located within the geographic location where the service is provided. Parts available for express repair service cover eligible HP PC products only.</p> <p>Customers should first call the HP customer call center for the HP support team to diagnose the problem and provide the Customer with a case ID. The Customer will be asked to bring the defective parts to the selected HP service center by the next business day. When the Customer arrives at the HP service center and provides the case ID at the service desk, he or she will be granted access to the express repair queue.</p> <p>Conditions for express repair:</p> <ul style="list-style-type: none"> • The Customer calls for repair before 2.00 p.m.—HP confirms the receipt of service request by logging the call and assigning a case ID. HP will request that the Customer bring the defective parts to the selected HP service center by the next business day. Exceptions may occur in the case of non-availability of parts. • The Customer calls for repair after 2.00 p.m.—HP confirms the receipt of service request by logging the call and assigning a case ID. HP will request that the Customer bring the defective parts to the selected HP service center the day after the next business day. Exceptions may occur in the case of non-availability of parts. • For select products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.
Customer call back and service satisfaction (“happy call”)	<p>HP endeavors to deliver services and support that not only resolve product-related issues, but also meet the Customer’s personal satisfaction. An HP customer service representative will call the Customer on the next business day following the completion of service delivery to provide a case ID. The Customer will be asked to rate the service and provide feedback to help HP improve and enhance customer satisfaction level.</p> <p>If the Customer states that the reported problem was not fully resolved, HP will provide further support to the Customer to resolve the outstanding issue. If the problem cannot be fully resolved via phone support, HP will arrange the pickup and return service by the next business day, following the delivery specifications described in the pickup and return service section.</p>

Coverage

The HP- or Compaq-branded device must be under warranty, or have an extended warranty covering offsite repair or replacement, including materials, parts, and labor, over the full period of coverage of this service. The Customer may check with a local HP authorized representative to determine whether their product or location is eligible for support before the purchase of this service.

This service includes data recovery, PC health check, and express repair, and does not entitle the Customer to a hardware replacement. Any hardware repair or replacement coverage is provided under the terms and conditions as dictated by the warranty or warranty extension of the eligible HP- or Compaq-branded hardware device registered to this service.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP’s discretion, HP or the HP authorized service provider will i) not be obligated to deliver the services as described, or ii) perform such service at the Customer’s expense at the prevailing time-and-materials rates.

The Customer or HP authorized representative must activate the hardware product to be supported within 10 days of the purchase of this service, using the registration instructions within the Care Pack or the email document provided by HP, or as otherwise directed by HP.

Upon HP's request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair (CSR) parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

In cases where CSR parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event that HP does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price less any applicable discounts for the defective part or product, as determined by HP.

It is the Customer's responsibility to remove all personal and/or confidential data from the defective product before it is returned to an HP designated location for repair or replacement; HP is not responsible for data stored on the returned product.

Service limitations

SmartFriend Privilege Service for Consumers is only available for HP devices that have an existing warranty or through the purchase of an extended warranty covering offsite repair or replacement parts, including materials, parts, and labor, over the full period of coverage of this service. At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered at an HP designated repair center, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely customer support.

Activities such as, but not limited to, the following are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software

The service does not include data recovery in the events of act of god (such as fire, flood, weather) affecting the hard drive. HP does not make any guarantee that data is recoverable in all cases. Recovered data files are not created by HP. HP does not guarantee the security, purpose, or use of the files. Data recovery service does not prevent the infection of malware or file intrusion by third parties. It is the Customer's responsibility to protect their hardware and data from damage or intrusion.

Once the specified incident limit is reached, the cost of repair for any additional claims will be charged on a time-and-materials basis, but all other aspects of the Care Pack purchased will remain in effect unless specifically documented otherwise in the country of purchase.

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order SmartFriend Privilege Service for Consumers, contact a local HP sales representative.

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