

Brief

Keep working—we've got you covered



Next Business Day¹ Onsite Exchange

Get back up and running swiftly with Next Business Day Onsite Exchange—a printing and imaging device exchange service with next business day¹ convenience.



What if you could...

- Call on a certified technician to remove a problem device and instal a replacement device at your workplace within one business day of your request?¹
- Get seamless door-to-door pickup and delivery without paying any shipping costs?
- Resolve printing and imaging device issues quickly and conveniently with remote troubleshooting assistance from IT experts?
- Rely on complete, ongoing service coverage for your device from expert support specialists?

Printing and imaging hardware plays a key role in day-to-day business operations, from producing high-quality business documents to working as the onboarding hub for all of your content management needs. Device downtime can disrupt daily tasks, putting strain on your overall business productivity. Our experts are ready to help get your device back up and running quickly.

Next Business Day Onsite Exchange offers organisations the ability to resolve printing and imaging issues with remote troubleshooting and diagnostics and, if needed, a device exchange service. We cover all your needs, including door-to-door pickup and delivery with no shipping costs to you. Once you have the replacement device installed, you can take peace of mind in HP's reliable, complete service coverage.

Easy exchange, the very next day¹

Minimise interruptions and downtime with a quick, easy printing and imaging device-exchange service. If necessary, we'll arrange for an expert, certified technician to come to you, swap out the trouble device, and validate that the replacement is working—the next business day.¹

- Take peace of mind from onsite device exchange by a certified technician.
- Count on next business day service when your call is received before 2 p.m. local time in most locations.²
- Verify that hardware is working correctly with expert support (for eligible products), including firmware, user interface drivers, displays, and more.

Full-service hardware exchange



1. Start with expert technical support for remote problem diagnosis and resolution.



2. If that doesn't solve your issue, HP delivers a replacement device the next business day.¹



3. HP sets up prepaid return shipping so you don't have to worry about time or costs.



4. Count on complete ongoing service coverage for your new device.

Help is just a call away

If you're having an issue with an HP printing and imaging device, all you need to do is give us a call. Our IT experts will get your device back up and running quickly and easily with remote troubleshooting, diagnostics, and problem resolution.

- Quickly identify device issues with expert troubleshooting and diagnostics support specialists.
- Protect your hardware investment with complete, ongoing service coverage throughout your service term.

Door-to-door service

Convenience is nice. Cost savings is even better. Why not get both? If a replacement device is needed, our door-to-door pickup and delivery service means our experts take care of everything—including shipping costs—so you can focus on business.

- Rely on experts to ship, unpack, set up, and verify your replacement device.
- Stay productive while we prepare and package the nonfunctioning device for return shipment.

Get started

Secure your peace of mind with Next Business Day¹ Onsite Exchange. To order as a pre-configured Care Pack offering or contract, contact your preferred HP reseller. When your order has been placed, we will email a welcome letter to you that includes instructions on how to register your Care Pack, the first step in activating services and receiving swift assistance. Services are typically available for a period of 3, 4, or up to 5 years, plus post warranty options.

For more information, including a list of available service levels by specific printer, multifunction printer, or scanner, visit Care Pack Central at hp.com/go/cpc.

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¹ Service levels and response times may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit hp.com/go/cpc.

² Available in most geographies; coverage windows vary.

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