

Brief

# Convenient exchange— the very next day



## Next Business Day Exchange Service

Keep your business running smoothly with Next Business Day<sup>1</sup> Exchange—a troubleshooting and exchange service for printing and imaging devices, with next business day<sup>1</sup> convenience.



### What if you could...

- Receive a replacement printing or imaging device at your business, whenever necessary, the very next day?<sup>1</sup>
- Let HP handle the shipping process—from sending a new device to providing everything you need to ship back the old one?
- Resolve printing and imaging device problems with one quick call to an IT expert?

Printing and imaging hardware play a crucial role in day-to-day business operations, from printing marketing materials, proposals, and presentations to scanning legacy documents into archives. And when something goes wrong, device downtime can disrupt those daily tasks and strain overall business productivity. That's why our experts are ready to help get your device back up and running quickly.

Next Business Day Exchange gives organisations the ability to quickly resolve printing and imaging issues with remote troubleshooting and diagnostics as well as convenient next-day exchange service. All shipping costs and prepaid packaging are included. And after receiving a replacement device, you're still covered by our reliable, ongoing services.

### Speedy exchange, simple process

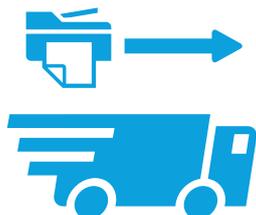
Minimise interruptions and downtime with a fast, easy exchange service for problematic printing and imaging devices. If needed, we'll ship a replacement device directly to you—the next business day.<sup>1</sup> And we'll provide everything you need to ship the old one back to us.

- Keep business operating at peak performance with quick, convenient exchange service for HP printing and imaging devices.
- Rely on next business day service when your call is received before 2 p.m. local time.<sup>2</sup>

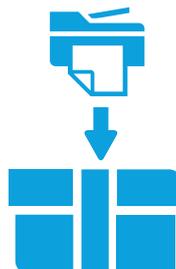
## Fast, easy exchange service



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



2. If that doesn't solve your issue, HP ships a replacement device to you the next business day.<sup>1</sup>



3. HP provides you with prepaid packaging materials and shipping labels to send the old unit back.



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

### Accidents happen, rest easy

Protect your hardware investment against life's unexpected accidents. Next Business Day Exchange with Accidental Damage Protection covers you against spills, drops, falls, and more.<sup>3</sup> Just contact us and we'll ship you a replacement unit. Again, don't worry about shipping costs—we've got you covered.

## 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 you back up and running swiftly with remote troubleshooting, diagnostics, and problem resolution.

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

## The shipping is on us

Avoid unexpected costs and stay focused on running a lean business with easy, no-cost shipping. If needed, we'll send you a replacement device and set you up to ship back the old one, providing prepaid packaging materials, shipping labels, and simple, step-by-step instructions—at no cost to you.

- Save time and costs with free, expedited shipping of a replacement device via premium air freight.
- Enjoy peace of mind with comprehensive, prepaid return shipping materials.

## Get started

Secure your peace of mind with Next Business Day Exchange.<sup>1</sup> 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](http://hp.com/go/cpc).

Learn more at [hp.com/go/cpcandprintservices](http://hp.com/go/cpcandprintservices)

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<sup>1</sup> 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](http://hp.com/go/cpc).

<sup>2</sup> Available in most geographies; coverage windows vary.

<sup>3</sup> Accidental Damage Protection is available on certain devices only. See [hp.com/go/cpc](http://hp.com/go/cpc) to check availability on your device.

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