

Get back up and running fast

HP Hardware Support Exchange Service



Service feature highlights

- Convenient door-to-door service
- Freight costs paid by HP
- Remote problem diagnosis and technical telephone support
- Improved technical communications from North American based technicians (HP commercial PCs only)
- Hardware exchange
- Prepaid shipping label, materials, and instructions for returning the defective product
- Flexible coverage options
- Accidental Damage Protection service (optional)
- Customer PC Software Image re-installation (optional)

Service overview

Don't lose time to unexpected hardware defects or issues. HP Hardware Support Exchange Service gets you back up and running quickly by delivering replacement products or parts within a specified period of time. A convenient and cost-effective alternative to onsite support, HP Hardware Support Exchange Service provides a fast and reliable service exchange for eligible products—specifically products that ship easily and enable simple restoration of data from your backup files. HP provides packaging materials for shipment of the defective product and pays for shipping costs. Replacement products or parts that you'll receive are new—or equivalent to new—in performance.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	Prior to scheduling a unit exchange, HP will provide basic telephone technical assistance with installation, product configuration, setup, and problem resolution.
Hardware exchange	If the problem cannot be resolved remotely, HP will replace the defective product or the customer-replaceable part with a product or part that is new or equivalent to new in performance. The replaced product or part must be returned within 15 days and becomes the property of HP.
Prepaid shipping label, materials, and instructions for defective unit return	HP will provide a container suitable for returning the defective product to HP. Instructions and a prepaid shipping label for the return of the failed product will be included in the shipping container.

Table 2. Service-level options

Feature	Delivery specifications
Next-Business-Day Advanced Exchange	For calls received before 4:00 p.m. US central time, HP standard business days, excluding HP holidays, HP will ship a replacement product to the Customer's site for delivery on the next business day. Service requests received after 4:00 p.m. or outside the coverage window will be logged the next business day and serviced within the following business day.
Receipt unit exchange	Upon receipt by HP of the defective product and validation that the product is defective, HP will ship a replacement product to the Customer's site for delivery generally within 4–7 business days after the service request has been logged. Delivery time may vary based on geographic location.

For all service level options, the replacement product or part is shipped via a carrier or courier to the Customer's location free of freight charges. Shipping through international customs is prohibited.

Table 3. Optional service features

Option	Delivery specifications
Accidental damage from handling	<p>For eligible products, specific service levels may be offered with protection against accidental damage from handling. Where accidental damage protection applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service.</p> <p>Accidental damage is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the 'Service limitations' section.</p>
Customer PC Software Image re-installation	<p>For eligible products, this service feature option allows the Customer to receive his PC software image reinstalled into the replacement product. If Customer PC Software Image re-installation was purchased, the customer gets back up and running quickly with fully operational hardware and software.</p> <p>With this service feature the Customer also gets quarterly proactive engagements from HP to validate any updates that the customer PC software image might have during the service contract. If the PC software image has been updated, HP will ask the Customer to send a copy and HP will secure it, test it and have it ready for any future hardware exchange support event.</p> <p>Additional details and exclusions pertaining to the Customer PC Software Image re-installation service feature are detailed in below sections.</p>

Coverage

This service provides coverage for eligible HP PC branded hardware products and HP-supported and supplied internal components such as memory and optical drives. This includes attached HP branded accessories purchased together and included in the original packaging of the main desktop, workstation, thin client, notebook, tablet or POS product, such as mouse, keyboard, docking station, jacket, port replicator and AC power adapter.

HP Care Pack Services with this coverage limitation do not cover external HP Monitors. All-in-One devices do include the display, which is not considered a separate, external Monitor. However, a second monitor attached to an All-in-One device, for example, would not be covered by this HP Care Pack.

The docking station or port replicator is covered within the country where the HP Care Pack was purchased, but is not covered outside the country of purchase.

For HP point-of-sale (POS) systems and bundled product solutions such as retail or mobile point of sale solutions this service covers the base unit only, unless the service states it is a POS solution service, which provides coverage for the base unit as well as up to six attached HP-branded peripherals such as cash drawers, printers, pole displays for monitors, and barcode readers or handheld scanners that have been sold as part of the POS or bundled product solution.

Consumable items including, but not limited to, removable media, customer-replaceable batteries and tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

Customer PC Software Image re-installation service feature cover images previously deployed by HP PC Image Load services part of the HP Configuration Services portfolio.

Service is limited to the continental United States, Canada, and selected areas of Alaska and Hawaii. Most areas within the continental United States can be serviced the next day. Add 1 to 2 days for service in Alaska and Hawaii. Customers may check with a local HP authorized representative to determine whether their product or location is eligible for this service.

Prerequisites

The Customer must have rightfully acquired the license for any underlying firmware that will be covered under these services.

HP, at its sole discretion, may require an audit on the Covered Products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, the key system configuration information is collected and an inventory of the Covered Products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that replacements can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware exchange commitment can be put in effect. Until such time, service for the Covered Product will be delivered at a Next business day repair onsite response time service level.

In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused by HP.

For select products, the Customer must inform HP of all configuration requirements for the replacement product prior to commencement of service and must document such configuration requirements on each service request order form.

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 material rates. If required by HP, the Customer or HP authorized representative must activate the hardware product to be supported within 10 days of 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. In the event that a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

It is the Customer's responsibility to:

- Maintain a current backup copy of the operating system, development program, and all other applicable software programs and data
- Restore software and data on the unit after the replacement unless the Customer has purchased the System Image re-installation service feature from HP which will be performed at HP before shipping the replacement unit to the customer site
- Install the user application software and ensure that all software is appropriately licensed
- Install, in a timely manner, critical customer-installable firmware updates, as well as customer-replaceable parts and replacement units delivered to the Customer
- Register to use HP's electronic facility in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer

Upon HP 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 the Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part of 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 for the defective part or product, as determined by HP.

For Care Packs that include the accidental damage from handling service feature option:

- It is the Customer's responsibility to report the accidental damage to HP within thirty (30) days of the incident date so that HP can expedite system replacement. HP reserves the right to deny replacement for systems under this coverage program for damages on which the incident has been reported more than thirty (30) days after the incident date
- The use of this coverage requires an explanation of where and when the accident occurred as well as a detailed description of the actual event. Failure to provide this information will result in claim denial
- If protective items such as covers, carrying cases or pouches, etc. were provided or made available for use with the Covered Product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service

For Care Packs that include the Customer PC Software Image re-installation service feature option:

- The Customer must purchase HP PC Image Load services for each unit for the initial deployment of the customer PC Software Image
- HP will keep a copy of the Customer PC Software Image and HP will provide quarterly proactive engagements to validate any updates that the customer PC software image might have during the service contract
- If the PC software image has been updated, HP will ask the Customer to send a copy and HP will secure it, test it and have it ready for any future hardware exchange support event
- Customer is responsible to provide the most updated PC Software Image to HP via FTP, software media, etc.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, shipment of a replacement product, or other service delivery methods. Other service delivery methods may include the shipment of customer-replaceable parts, such as a keyboard, mouse, or other parts classified as Customer Self Repair parts. HP will determine the appropriate delivery method required in order to provide effective and timely Customer support.

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

- Diagnosis or maintenance at the Customer site (if onsite diagnosis or maintenance is required and requested, the Customer will be billed at standard HP service rates)
- Setup and installation of the replacement product at the Customer site
- Recovery and support of the operating system, other software, and data unless the Customer has purchased the System Image re-installation service feature from HP which will be performed at HP before shipping the replacement unit to the customer site.

- 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
- User preventive maintenance

The Customer's requested ship-to or pickup location must not require HP to ship replacement or replaced products or parts through international customs. Geographic coverage may vary.

Exclusions to the Customer PC Software Image re-installation service feature option

- Customer PC Software Images not initially deployed by HP using PC Image Load Service will not be eligible for this service
- Re-installation of images not tested by HP
- Installation of any operating system, application or user data not part of the original Customer PC Software Image deployed by HP or not part of the updated image provided by the Customer during the quarterly proactive engagements from HP

Exclusions to the accidental damage from handling service feature option

Eligibility for purchase of the accidental damage from handling service feature requires the product to be covered by a factory warranty or a warranty extension service with coverage duration equal to or longer than the accidental damage from handling service. The accidental damage from handling service feature provides protection for operational or mechanical failure caused by an accident from handling which occurs in the course of the normal intended use of the product.

Except for products where such damage is specifically identified as being covered under the HP limited warranty, the HP limited warranty does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; corrosion.
- Vandalism, fire, a vehicular or homeowner's accident, act of God (such as flood or natural disaster), or any other peril originating from outside the product.
- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism.
- Exposure to weather conditions or environmental conditions that are outside of HP specifications; exposure to hazardous (including biohazardous or human or animal bodily fluids) materials, animal or insect damage or infestation.
- Operator negligence, misuse, mishandling.
- Improper electrical power supply, unauthorized repairs or attempts to repair, improper and unauthorized equipment modifications, attachments or installation, defective batteries, battery leakage, lack of manufacturer-specified maintenance (including the use of inappropriate cleansers).
- Error in product design, construction, programming, or instructions.
- Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use, storage, and operation of the product in accordance with the manufacturer's specifications and owner's manual.
- Theft, loss, unexplained or mysterious disappearance, or misplacement.
- Data loss or corruption; business interruptions.
- Fraud (including, but not limited to, incorrect, misleading, erroneous, or incomplete disclosure of how the equipment was damaged to the Customer's adjudicator, the servicer, or HP).

- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the computer, including damage to case or cabinetry or other non-operating parts or components which does not affect the functionality of the Covered Product.
- Computer monitor screen imperfections including, but not limited to, 'burn-in' and missing pixels, caused by normal use and operation of the product.
- Damage to product(s) whose serial numbers are removed or altered.
- Damage or equipment failure that is covered by manufacturer's warranty, recall, or factory bulletins.
- Damage caused during the Customer's shipment of the Covered Product to or from another location. Damage to hardware, software, media, data, etc., stemming from causes including, but not limited to, viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code or proprietary data; any support, configuration, installation, or reinstallation of any software or data; or use of damaged or defective media.
- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the HP Care Pack Service; in addition, a 30-day waiting period must be observed for Care Packs purchased more than 30 days after the HW purchase before a claim can be filed with HP.
- Product obsolescence.
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage from handling HP Care Pack Service.
- Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein.
- Intentional damage that results in a cracked or damaged computer display screen or damaged monitor.
- Alteration or modification of the Covered Product in any way.
- Unexplained or mysterious disappearance and any willful act to cause damage to the Covered Product.
- Reckless, negligent, abusive, willful, or intentional conduct while handling or using the product. Abuse is defined as the intentional non-utilization of protective items during product use, or the treatment and use of the Covered Product(s) in a harmful, injurious, or offensive manner that may result in its damage, and any willful or intentional damage to the product. If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the Covered Product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service.

Limitations to the accidental damage from handling service feature option

For HP business notebook products, HP does not limit the number of qualified accidental damage from handling claims for the duration of the HP Care Pack agreement; however, accidental damage claim rates for each HP product model and Customer account are constantly monitored; HP reserves the right to physically audit and/or collaborate with the Customer if claim rates are high.

For products other than business notebooks, accidental damage protection coverage is limited to one claim per product per 12-month period commencing from the HP Care Pack service start date.

Once the specified 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 HP Care Pack service purchased will remain in effect unless specifically documented otherwise in the country of purchase.

For those Customers with a history of significantly high claims, HP also reserves the right to deny acceptance of requests to purchase the accidental damage protection service feature.

WE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE.

HP reserves the right to physically audit your product and/or collaborate with the Customer to validate a claim submitted for accidental damage from handling. HP may, at its sole discretion, elect to replace HP products in lieu of repairing them. The Covered Product becomes the property of HP and must be returned to HP (or HP designee) at HP's expense. HP reserves the right to replace the product with a remanufactured or refurbished product.

Technological advances may result in a replacement product with a lower selling price than the original product.

HP reserves the right to deny acceptance of requests to purchase the accidental damage from handling service feature at its sole discretion.

Ordering information

All units and options with individually sold Care Pack must be ordered with the same service level as the product they are contained in if that service level is available for those units and options.

Availability of service features may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Hardware Support Exchange Service, contact a local HP representative or HP reseller.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit: hp.com/go/cpc

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

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