



Hardware Support Offsite Return Services

Contractual Services, part of HP Care

Service benefits

- Flexible shipment options
- A choice of turnaround times
- Cost-efficient, reliable support for products used in non-critical business or home environments
- High-quality support backed by HP

Service features

- Remote problem diagnosis and support
- Repair, materials and parts
- Return shipment
- Shipment to the HP designated repair centre
- Turnaround time
- Coverage window
- Access to electronic support information and services

Hardware Support Offsite Return Services provides high-quality return-to-HP services with remote telephone support and off-site repair at an HP designated repair centre for eligible products. The service includes repair or replacement, parts, labour and the cost of the return shipment.

HP offers a choice of turnaround times and shipment options to the HP designated repair centre to meet your individual needs.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	When experiencing a problem, the Customer must first place a call to a designated support telephone number. HP will provide basic telephone technical assistance with installation, product configuration, setup and problem resolution. Prior to any remote or off-site assistance, HP may ask the Customer to provide relevant information, start diagnostic tools and perform other supporting activities. HP will then work with the Customer remotely to isolate the hardware problem.
Repair, materials and parts	<p>If, in the judgment of HP, the problem cannot be resolved remotely, an HP authorised representative at an HP designated repair centre will provide technical support on the failed hardware product once the hardware product has been received at the HP designated repair centre. HP will provide all supported parts and materials necessary to return the failed product to operating condition. HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement parts and products are new or equivalent to new in performance. Replaced parts and products become the property of HP.</p> <p>In addition, HP may install available engineering improvements on the covered system to enable proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operational condition or to enable supportability of the covered equipment.</p>
Return shipment	An HP authorised courier will return the repaired or replaced equipment to the Customer's location (if it is within the geographic location where the service was provided). Return shipment will be by ground transportation and usually takes between 3 and 7 days. The Customer may request accelerated delivery at an additional charge.

Table 1. Service features (continued)

Feature	Delivery specifications
Shipment to the HP designated repair centre	<p>HP offers two shipment options for delivering the failed unit to the HP designated repair centre:</p> <ul style="list-style-type: none"> • Delivery by Customer (Return Service): With this option, the Customer is responsible for delivering or shipping the failed equipment to the HP designated repair centre. The Customer must ensure that the product is appropriately packaged for the chosen method of delivery. Delivery can be made in person or by any locally available commercial delivery service. • Pickup by HP (Pickup and Return Service): An HP authorised courier will pick up the failed equipment at the Customer's site (if it is within the geographic location where the service is provided) and deliver it to the HP designated repair centre. It is the Customer's responsibility to package and prepare the product appropriately for courier pickup. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other calls will be scheduled for next-business-day pickup.
Turnaround time	<p>Turnaround time is measured in elapsed days from the time the unit is picked up at the Customer's site by an HP authorised courier (or received during business hours at the HP repair centre if the unit is delivered or shipped by the Customer) until the time the repaired product is ready to be returned to the Customer's site. Turnaround time does not include the time required to return ship the repaired or replaced product to the Customer. If the unit is received at the HP designated repair centre after 5:00 p.m., the turnaround time starts with the next business day.</p> <p>Turnaround time options are described in table 3. Not all turnaround times are available in all geographic locations. Turnaround times may be longer outside metropolitan areas and in cases of intermittent failure, which may require additional repair time.</p>
Coverage window	<p>The coverage window specifies the time during which services are available. Hardware Support Offsite Return Services as described above are delivered remotely and in the HP designated repair centre during standard business hours on standard business days. Service is available between 8:00 a.m. and 5:00 p.m., Monday through Friday excluding HP holidays (coverage may vary by geographic location).</p>
Access to electronic support information and services	<p>HP will provide access to hardware-related electronic and Web-based tools and services, such as firmware updates and proactive notification services.</p> <p>As an HP hardware support contract holder, the Customer has access to services freely available to all registered hardware support users, plus additional capabilities such as conducting Web-based searches of technical support documents to facilitate problem-solving; accessing the passwords required to use certain HP proprietary diagnostic tools; and submitting and checking the status of hardware support service requests.</p>

Table 2. Optional service features

Feature	Delivery specifications
Defective material retention	<p>There may be cases in which the Customer does not want to relinquish a defective disk drive due to sensitive data contained within the disk.</p> <p>This service option, available for eligible products, waives the right of HP to maintain possession of a failed disk drive component on which sensitive data is stored.</p>
Accidental damage protection	<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>

Table 3. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
Return Service*	<p>HP provides a return service that includes repair or replacement and return of the failed unit, including all parts, labour and freight. By selecting the Return Service level option, the Customer assumes responsibility for packaging and shipping or delivering the failed product to an HP designated repair centre.</p> <p>HP will return the repaired or replaced product to the Customer's site (if it is within the geographic location where the service is provided). Turnaround time for this service will be three (3) business days for eligible locations, except in cases of intermittent failure, which may require additional repair time. Turnaround time is measured in elapsed days from the time the product is received at an HP designated repair centre until the time the repaired product is ready to be returned to the Customer. Turnaround time does not include the time required to return ship the repaired or replaced product. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer.</p> <p>The Customer may contact the HP Customer Support Centre between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. Extended support may be available for selected products (times may vary by geographic location).</p>
Pickup and Return Service*	<p>HP provides a door-to-door service that includes pickup, repair or replacement of the failed unit and return of the operational unit. Turnaround time for this service will be three (3) business days for eligible locations, except in cases of intermittent failure, which may require additional repair time.</p> <p>Turnaround time is measured from the time the product is picked up at the Customer's site (if it is within the geographic location where the service is provided) until the time the repaired product is ready to be returned to the Customer. Turnaround time does not include the time required to return ship the repaired or replaced product. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer.</p> <p>The Customer may contact the HP Customer Support Centre between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other calls will be scheduled for next-business-day pickup. Extended support may be available for selected products (support times may vary by geographic location).</p>
Optional service-level enhancement	
Turnaround time	<p>For eligible products and geographic locations, this service may be purchased with a choice of turnaround time options:</p> <ul style="list-style-type: none"> • Two (2) business days • Three (3) business days • Five (5) business days • Seven (7) business days

*Not all service-level options are available on all products.

Service limitations

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

Service requests in cases of intermittent failure may require additional repair time and, consequently, longer turnaround times. Geographic coverage may vary.

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

- Recovery of the operating system, other software and data
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of 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
- User preventive maintenance

Limitations to the defective media retention service feature options

The defective media retention service feature option applies only to eligible data retentive components replaced by HP due to malfunction. It does not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by HP as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs or the technical data sheet are not covered by this service.

Defective media retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

Exclusions to the accidental damage protection service feature option

Eligibility for purchase of the accidental damage protection 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 protection service feature. The accidental damage protection service feature provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use. It does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture or finish; gradual deterioration; rust; dust; or corrosion
- Fire, a vehicular or homeowner's accident (in cases in which said accident is covered by an insurance policy or other product warranty), act of nature (including without limitation floods) or any other peril originating from outside the product
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including biohazardous) materials, operator negligence, misuse, mishandling, improper electrical power supply, unauthorised repairs or attempts to repair, improper and unauthorised equipment modifications, attachments or installation, vandalism, animal or insect damage or infestation, 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, 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
- 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 a 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 service contract
- Product obsolescence
- Any equipment relocated outside the country of purchase and which is not covered by a Global + Accidental Damage Protection service level
- 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
- Damage due to police action, undeclared or declared war, nuclear incident or terrorism
- 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 or abusive conduct while handling or using 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 protection service feature; reckless, negligent or abusive conduct includes but is not limited to 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; any damage resulting from such acts are NOT covered by this accidental damage protection service feature

For HP commercial and consumer products, accidental damage from handling is limited to one incident per product per 12-month period commencing from the HP contract 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 contract 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 from handling service feature.

Prerequisites

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorised representative will contact the Customer and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeline. During the audit, 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 repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed on-site, via remote system access, via remote audit tools or over the phone.

Customer responsibilities

The Customer will be required, upon HP request, to support HP in resolving the problem remotely by:

- Providing all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Starting self-tests and installing and running other diagnostic tools and programs
- Installing customer-installable firmware updates and patches
- Performing other reasonable activities to help HP identify or resolve the problem

The Customer is responsible for installing, in a timely manner, all critical customer-installable firmware updates and customer-replaceable parts and replacement units received from HP.

The Customer must ensure that the failed product is appropriately packaged and prepared for pickup or the chosen method of delivery or shipment to the HP designated repair centre. HP may require the Customer to include a printout of results of any previously conducted self-test together with the failed product.

It is the Customer's responsibility to:

- Maintain a backup copy of all software and data; HP recommends regular backups
- Restore software and data on the unit after the repair or replacement
- Install the user application software and ensure that all software is appropriately licensed

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitising or removing data from products that may be replaced and returned to HP as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in HP's Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to hp.com/go/mediahandling.

If the Customer chooses to retain repair parts covered under the defective media retention service feature option, it is the Customer's responsibility to:

- Retain covered data retentive components that are replaced during support delivery by HP
- Ensure that any Customer sensitive data on the retained component is destroyed or remains secure
- Have an authorised representative present to retain the defective data retentive component, accept the replacement component, provide HP with identification information such as the serial number for each component retained hereunder and, upon HP request, execute a document provided by HP acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that it is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by HP to the Customer as loaner, rental or lease products, the Customer will promptly return the replacement components at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented or leased components or products to HP and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

For HP contractual services that include the accidental damage from handling service feature, it is the Customer's responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair. HP reserves the right to deny repair under this coverage program for damages to systems on which the incident has been reported more than 30 days after the incident date. If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, it is the Customer's responsibility to continually use these product accessories for protection against damage to the covered product.

Coverage

Service is limited to eligible locations. Please consult with your local HP authorised representative to determine if your location is eligible for this service.

Ordering information

To obtain further information or to order Hardware Support Offsite Return Services, contact a local HP sales representative.

Learn more at
hp.com/go/cpc

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