

Our Pledge to You

HP Financial Services



We get it—your business is, well, busy. You have enough surprises popping without a vendor to add to your woes. You need someone to do what they say they will and make your life easier.



Transparency—Surprises are no fun.

- **Clear costs and terms**—Your contractual terms and pricing are articulated upfront.
- **End-of-term alerts**—We will issue more than four months' notice, so you can make timely end-of-term decisions.
- **Online visibility**—We will provide 24/7 online access to your portfolio and billing details.
- **Data security**—Data can live in many places. We can help by securely removing any remaining data in your returned equipment.



Flexibility—Cookie cutter solutions are for the kitchen.

- **Customized solutions**—We will structure the payment of your IT investments aligned with your business needs.
- **Logistics options**—We will provide a full range of options from basic pick-up to custom packing, shipping and more.*
- **Responsiveness**—We will resolve your customer service issues within two business days.



Partnership—We've got your back.

- **Long term relationships**—76% of our customers worldwide are repeat customers.
- **No nuisance charges**—We do not charge for normal wear and tear. In addition, our customers paid just 0.013% of the original equipment cost for other damages in FY14.
- **Simple procurement process**—We align with most industry-standard procurement systems.



Care—We have a heart and you have a piece of it.

- **We go green**—We remarket before recycle, and can help you navigate through over 163 data security and environmental laws.
- **Giving back**—We care about what you care about—and give back to the community through our partnership with Room to Read.
- **Support on your terms**—You will have an experienced professional available to support each stage of your term.

We are dedicated to maintaining a positive relationship and quickly addressing issues if they arise. Please [contact us](#) with any comments or questions.

* Where available.

© Copyright 2015 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Financing and service offerings available through Hewlett-Packard Financial Services Company and its subsidiaries and affiliates (collectively HPFSC) in certain countries and is subject to credit approval and execution of standard HPFSC documentation. Rates and terms are based on customer's credit rating, offering types, services and/or equipment type and options. Not all customers may qualify. Not all services or offers are available in all countries. Other restrictions may apply. HPFSC reserves the right to change or cancel this program at any time without notice.