

# Recover & Restore Service

Care Pack, part of HP Care



## Service benefits

- Help improve and maintain system uptime
- Spend more time focusing on your business
- Help plan IT resources more effectively
- Work with North America-based service technicians
- Gain high-quality support

## Service feature highlights

- Data recovery
- Onsite operating system restoration
- Software support assistance
- Coverage window
- Escalation management

## Service overview

Recover & Restore Service, from HP Care, delivers peace of mind in case the unexpected happens and your data is lost. Through this service, HP can help:

- Recover your lost data
- Restore your operating system
- Provide you with added software support

HP realizes that data is vital to your business. When you purchase select HP commercial notebooks, desktops, or workstations with onsite support, from HP Care, HP offers you the option to purchase the Recover & Restore Service at a fraction of the normal cost.

In addition to onsite support, Recover & Restore provides phone and chat software support assistance with North American-based HP certified technicians who understand the demands of your business. Get help with your computer operating system and common software applications like Microsoft® Office Suite, Internet Explorer, Adobe Acrobat Reader®, and others. Don't lose time troubleshooting software technical issues on your own. Instead, contact HP phone or chat support, and an HP technician can provide remote diagnosis and troubleshooting to help keep your business running smoothly.

## Service features

### Data recovery

The data recovery feature includes recovery of data in the event of data loss due to mechanical failure, accidental deletion, software crash, or malware.<sup>1</sup> Data can be recovered from hard disk and solid-state drives installed on your HP platform.

The service is conducted at an offsite location and requires approximately 14 business days, not including delivery time from the Customer and return of data from HP to the Customer.<sup>2</sup>

Data recovery instances are unlimited during the active period of the Recover & Restore Service. Data will be returned to the Customer on a storage device—typically an external USB hard drive—that will be large enough to store the recovered data. Shipping costs of the defective hard drive from the Customer to HP and return of data to the Customer are included in the service pricing.

Data recovery is performed on a best-effort basis. The condition of the media will determine what files are recoverable. HP does not guarantee that it will be able to recover an end user's desired data. If HP is unable to recover at least 75 percent of the desired data and/or return the data within 14 business days of receipt of the drive, unless additional time needed for recovery is agreed upon, the Customer's sole remedy will be a gift card valued at \$100 USD. By purchasing the Recover & Restore Service, part of HP Care, the Customer agrees to these terms.

This coverage provides data recovery in the event mechanical or software-related issues result in the inaccessibility of your files. Intermittent failure may require additional recovery time. In this event, the Customer will be notified by HP. In the event the Customer cannot access data due to mechanical failure, accidental deletion, software crash, or malware,<sup>1</sup> HP support must be contacted directly for diagnosis of the system.

Data will only be recovered from the hard disk drive (HDD) of selected HP commercial notebooks, desktops, or workstations that is installed in the hardware unit covered by the Recover & Restore Service. The Customer's contact information and mailing address will be verified and used for the remaining steps of the data recovery claim process. The Customer will be provided a reference number for their data recovery claim.

<sup>1</sup> Failure of the hard drive is determined by diagnosis and confirmation of an HP technician.

<sup>2</sup> Turnaround time does not include ship time from Customer to HP recovery center, or return of data disk to the Customer's designated address.

For updates on the status of data recovery, the Customer can call HP support and provide this reference number. Additionally, the Customer will be provided with recovery status updates via email throughout every step of the recovery process. A prepaid shipping label will be provided to the Customer via email.

### **Onsite operating system restoration**

Onsite operating system restoration provides high-quality remote fault diagnosis and onsite OS deployment for hardware supported by HP, and aims to improve the uptime and productivity of the system. The Customer will get onsite response time, service time slots, and the service period that corresponds to the standard base warranty or Care Pack service level associated with the HP product.

The Customer may request OS restoration once the HDD has been diagnosed and is determined to be defective. This service carries out the OS restoration after the repair or exchange of the defective hard disk or solid-state drive. For other repair services, it will be the Customer's responsibility to arrange the applicable hardware repairs.

OS restoration is available only on selected HP commercial notebooks, desktops, and workstations with onsite warranty or onsite Care Pack coverage (i.e., NBD Onsite w/o DMR/ADP, Same Day Onsite 9x5, 13x5, and 24x7). Supported operating systems are Microsoft Windows 7, 8, 8.1, and 10.

If the Customer has upgraded their OS (i.e., from Windows 8 to Windows 10), the HP engineer will load the OS that originally shipped on the unit and then assist the Customer with the initiation of the OS upgrade. The Customer must have the license number for the upgraded OS to begin the initiation.

If the Customer does not have the OS recovery media, then the HP Call Center Agent will order the replacement media to ship to the Customer site. The HP engineer will go onsite as soon as the replacement media arrives at the Customer site to restore the operating system.

### **Software support assistance**

Enjoy quick, easy access to HP-certified technical help with installation, setup, sync, and troubleshooting for computer operating systems (Windows 7, 8, 8.1, and 10) and common software applications like Microsoft Office Suite, Internet Explorer, Adobe Acrobat Reader, etc. An HP technician will provide remote diagnosis and troubleshooting to help keep your business running smoothly.

Online computer and software support, also known as "remote support" is also available as part of this service, which allows HP-certified agents to remotely view your computer screen and securely fix many typical problems with computers.

Technical support is easier by allowing the Customer to show HP technicians where help is needed without having to know any technical terms. This type of remote support works through desktop sharing technology. When the Customer logs into the secure online HP support session, the Customer can allow HP's certified technology experts to view and interact with the Customer's computer remotely via the Internet—fixing software problems and setting up new technology fast.

Because security matters to HP, we make sure the Customer controls the remote support session. HP agents can only temporarily access the Customer's computer, only with permission, and only during the secure Internet session. At all times the Customer will be able to see and monitor the technical support session.

Software support assistance sessions can last anywhere from a few minutes to much longer, depending on the type of help needed. In some cases, a computer may need a comprehensive tune up, such as with a severe case of spyware, which can take over an hour.

### **Coverage window**

Coverage extends 9 hours a day, 5 days a week, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time, excluding HP holidays. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged until the next day for which the Customer has a coverage window. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.

### **Escalation management**

HP has established formal escalation procedures to facilitate the resolution of complex incidents. Local HP management coordinates incident escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.

## **Customer responsibilities**

### **Data recovery**

- Remove any confidential, proprietary, or personal information, including, but not limited to, names and contact information, date of birth, social security or national ID numbers, age, income, credit card numbers, or financial and health records from the hard drive before submitting it to HP for data recovery.
- Maintain HP's hardware product warranty or warranty upgrade during the Recover & Restore Service coverage.
- Contact HP support at the provided number to initiate the diagnosis and data recovery process.
- Package and ship the HDD eligible for recovery to the location specified by HP; the HDD must be wrapped in anti-static and anti-shock materials to reduce movement and damage during shipment.
- Store data from the external USB hard drive to the desired file storage location.
- Ensure that all service prerequisites, as identified during service deployment, have been met.

### **OS restoration**

- The Customer is responsible for providing the operating system media to the Customer Onsite Engineer. The Customer shall create the OS recovery media in advance in accordance with HP product documentation and provide to the HP engineer during the onsite repair visit.
- The Customer must have the license number for the upgraded OS in order to begin the initiation.
- Ensure that all service prerequisites, as identified during service deployment, have been met.

### **Software support assistance**

- Use all reasonable efforts to support and cooperate with HP in connection with software support assistance, including, without limitation, to provide all information necessary for HP to deliver the services in a timely manner and to enable HP to determine the level of support eligibility.
- The Customer acknowledges that HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- Ensure that all service prerequisites, as identified during service deployment, have been met.

## **Service limitations**

### **Data recovery**

- Recover & Restore Service cannot be purchased on HP commercial notebooks with an offsite or depot standard warranty. The Customer must upgrade to onsite Care Pack coverage to be eligible to purchase the Recover & Restore Service.
- Recover & Restore Service cannot be purchased if pre-existing issues have resulted in inaccessibility of files on eligible HP hardware. A 30-day waiting period must be observed before a claim can be filed with HP.
- The data recovery process does not comply with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009. Customers who are subject to HIPAA and HITECH should not provide data or hard disk drives to HP that contain Protected Health Information (PHI) as defined under HIPAA and HITECH. Customers are solely responsible for determining whether they are subject to HIPAA and HITECH.
- HP may use a third-party service provider for data recovery. The third-party is required to comply with HP's privacy policy.
- HP platforms with RAID configurations or with more than two preinstalled hard drives are not eligible for this Care Pack.
- Recovery of data from hardware not covered by an HP warranty or HP support agreement is not included in the Recover & Restore service.

- HP may cancel the service at any time during the service term if the Customer refuses the assistance of an HP technician or makes abusive claims for data recovery. In this event, HP will provide the Customer with a written notice of cancellation, with no Customer entitlement to refund.
- This service plan does not provide coverage for attempted data recovery, loss or damage to drives caused by or resulting from collision with or explosion of another object, unauthorized repairs, lack of manufacturer specified maintenance, or improper equipment modifications.
- Hardware support prior to data recovery is dictated by the warranty or service contract extension.
- Recover & Restore Service does not prevent the infection of malware or file intrusion by third parties. It is the Customer's responsibility to protect their hardware and data from damage or intrusion.
- Recover & Restore Service does not entitle the Customer to a replacement hard drive. Hardware must be under current warranty or service contract extension. A replacement hard disk drive is provided under terms and conditions of the current warranty coverage of the hardware unit.

### **OS restoration**

OS restoration will not be provided when:

- The Customer is unable to provide the recovery media and does not allow HP to order recovery media for them.
- The failed hard disk drive is not repaired or exchanged by HP.
- HP or an authorized service provider does not carry out the repair visit.
- HP will not restore the OS inside the faulty hard disk drive. It is necessary for the customer to carry out backup of data on a regular basis.
- The time for restore tasks is additional to the general repair tasks.
- Restoration of the Customer's data or applications are out of scope.
- All unit/hardware setup and configuration tasks are also out of scope.

### **Software support assistance**

- Software support assistance will not be provided on hardware other than selected HP commercial notebooks, desktops, or workstations.
- Software support assistance covers 2 (two) calls as part of the 1 year Recover & Restore Service and 6 (six) calls as part of the 3 year Recover & Restore Service.
- Software support is not provided at the Customer site, it is either provided on the phone or via remote online chat sessions.
- Platforms running operating systems such as Linux or non-current versions of operating systems are not covered by the Recover & Restore Service.
- HP does not provide physical media documentation, or other physical deliverables to the Customer with respect to the Recover & Restore Service.
- HP does not support or provide service to any non-supported software or any version of software more than 180 days after the release of its current version, unless otherwise agreed to by HP.
- HP does not support or provide service to any network or Internet connectivity matters of the Customer.
- HP is not responsible for providing services that, in the reasonable opinion of HP, are required due to the Customer's inappropriate use of the PC or the software applications.
- HP is not responsible for providing services that, in the reasonable opinion of HP, are required due to the Customer's unauthorized modifications to supported hardware or software.
- HP does not provide service or assistance with respect to topics relating to Web development applications.

## **Service eligibility**

Only HP products and HP-supported products that are sold by HP or an HP authorized reseller are eligible for the Recover & Restore Service. Following purchase of the Care Pack, recovery instances are unlimited within the 1-year or 3-year coverage period, so long as the hardware remains under a current warranty. The HP notebook, desktop, or workstation must be under current warranty coverage to be eligible for purchase of the Recover & Restore Service.

The Recover & Restore Service is immediately eligible for use if purchased with the attached hardware. The Recover & Restore Service can also be purchased up to 1 year after hardware purchase and the service start date reverts back to hardware purchase date. The Customer has 30 days within the original purchase date to register their new Care Pack.

## General provisions/other exclusions

HP is not responsible for confidential, proprietary, or personal information contained on a hard disk drive or in data that is provided to HP for data recovery.

For Customers that have Defective Media Retention (DMR) coverage, please be advised that the initiation of data recovery services to analyze the damage, prepare for, and perform the services necessary or advisable may result in the destruction of the media and/or data, which could result in an inoperable hard disk drive. HP cannot and does not assume responsibility for any such damage. By agreeing to have the data recovery services performed on your equipment, you acknowledge receipt of this notice, agree to accept the risk of your equipment being damaged during the data recovery process, and accept full responsibility for any damage that results from the performance of the data recovery services.

Data recovery services may be performed outside of the customer's country.

HP reserves the right to adjust pricing for all prospective sales of this service. Any services provided outside of HP standard business hours may be subject to additional charges. HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer. Travel charges may apply; please consult your local office.

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

## Ordering information

1-year or 3-year Care Pack coverage is offered within the base warranty or within Care Pack coverage.

U9AN6E – HP 1Y Recover & Restore PROMO HW ONS Only

U9AN7E – HP 3Y Recover & Restore PROMO HW ONS Only

Availability of service features and levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order the Recover & Restore Service, contact a local HP sales representative.

## Support number

Call 1-844-732-9070 or visit [hp.com/us/en/contact-hp/business-support.html](http://hp.com/us/en/contact-hp/business-support.html).

## For more information

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