

HP Device Refresh

HP Services



Service benefits

- Realising the market value of surplus IT assets
- Outsourcing complex processes, including reverse logistics, data wipe, refurbishment, remarketing, and recycling
- Protecting sensitive and private data
- Assistance in compliance with local policies and industry/government regulations
- Creating reports that help your organization meet its audit and legal requirements
- Having environmentally sound recycling practices
- Accommodating HP and non-HP devices, from the end user to the enterprise
- Having a complete turnkey program that enables your organization to remove assets from inventory

Service feature highlights

- Planning and preparation
- Logistics
- Processing and Data Wipe
- Reporting and settlement

Service overview

HP Device Refresh is a set of comprehensive solutions that can help you responsibly manage hardware that is at the end of its lifecycle. With Device Refresh, your organization gets peace of mind by having HP experts dispose of all of your IT devices regardless of brand in a secure manner and also assist in compliance with applicable local policies and regulatory requirements. HP can deliver a regional or global device refresh solution covering most markets, with one point of contact, one price, and one consolidated report for all activity.

Service features

Planning and preparation

HP receives and records account information that is pertinent to your Device Refresh engagement. This is used to set up your Device Refresh account.

HP or HP Designated person shall forward a welcome packet to your designated contact. This is to ensure smooth execution of the service features mentioned below. An HP customer delivery specialist then establishes an introductory call with your designated contact to review specific steps and timelines related to the Device Refresh program – and to request and schedule the pickup of assets as they become available for recovery.

Logistics

With Device Refresh, arrangements can be made for materials to be picked up at your premises, or you may select self-shipment. If you choose to have materials picked up, as each lot of equipment is readied for pickup, your assigned contact forwards a request to HP to schedule a material pickup. Your assigned contact (or designated appointee) must be available at the scheduled pickup time. Prior to asset collection, the equipment is moved by your organization or your agent to an accessible location on your premises, where packaging and staging can take place. Once the logistics carrier arrives at the site, the material is prepared for transport. A bill of lading is prepared by the logistics team and material is loaded for transport.

Processing and Data Wipe

Materials are received at the HP facility, where assets are checked against the bill of lading and any discrepancies are followed up. Full asset details are captured, including make and model, equipment condition, serial number, and customer asset tag data. All evidence of customer identification is then removed and remarketable units are separated from those needing to be recycled. All accessible hard drives on any material to be remarketed are wiped using industry-standard software and a three-pass wiping process. Products destined for recycling are reviewed for components or subassemblies that have value for reuse or resale. Non-remarketable items are broken down or shredded into reusable commodities in a manner consistent with applicable environmental laws and regulations.

Reporting and settlement

Receipt reports are forwarded to designated contacts after equipment is received and processed at an HP designated processing facility.

Once equipment is processed, an audit and settlement report is provided to the customer detailing the processing and financial outcomes. Process reporting includes equipment serial numbers, customer asset numbers, equipment specifications & condition, faulty hard drives destroyed, and whether a device was remarketed or recycled. Financial reporting shows the equipment value, any service fees including logistics, and the net settlement amount due to the customer. Service charges and hardware resale payments are transacted with you in accordance with regional and local regulations.

Service limitations

Service activities are delivered during HP standard business hours unless additional services have been purchased or special arrangements have been made.

Confirmation of the execution of data sanitization processes is provided at the completion of this service. However, HP assumes no liability for any impact resulting from the availability or reconstruction of the information that previously resided on the data storage device(s).

These services do not include the following:

- Backup, recovery, and support of the operating system, other software, and data
- Any services not clearly specified in this document or the associated Statement of Work

Service eligibility

- The Customer or customer representation must have clear and full ownership to all equipment processed under HP Device Refresh.

Customer responsibilities

The Customer will:

- Make certain that all deinstalled equipment waiting collection, are located in a safe working environment
- Be responsible for deinstalling products, unless such deinstallation is specifically included in the Statement of Work
- Be responsible for all data backup and restore operations
- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service
- Ensure that all service prerequisites identified during the 'Service planning' activity have been met
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable

General provisions/Other exclusions

- HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase
- Any services provided outside of HP standard business hours may be subject to additional charges
- 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*
- Travel charges may apply; onsite coverage is restricted to certain locations, please consult your local HP office for more information**

Ordering information

- To obtain further information or to order HP Device Refresh, contact a local HP sales representative

For more information

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

* The nett recovery value may differ from the original quote to the extent and the variance in the expected equipment quantity conditions and specification.

** It is assumed that the customer or customer representation has clear and full ownership and the right to sell the device to HP. Onsite coverage is restricted to certain locations.

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