

Data sheet

Subscription Print Supply Service



Care Pack, part of HP Care



Service benefits

- Enjoy the quality and reliability of HP Original Supplies
- No more shopping for or storing ink and toner
- Reduce downtime by receiving supplies when you need them

Service highlights

- Supplies are delivered to your door when you need them
- Customise your agreement based on your needs

Service overview

There are countless responsibilities and tasks to perform when running a growing business. Make your to-do list shorter with Subscription Print Supply Service, sold as part of HP Subscription Print. This service is a convenient way to replenish your print supplies with high-quality HP Original Supplies so you don't have to spend valuable time running out to buy ink and toner or use up storage space making sure you have a sufficient supply. Simply make a quick call and the supplies you need will show up at your doorstep.

Feature

Specification

Supplies

Subscription Print Supply Service includes up to 3 years worth of supplies, based on estimated usage.¹ When you need a replacement supply, call the designated support number to request them. Supplies are shipped to your location free of freight charges.

Coverage

The Subscription Print Supply Service support line operates between the hours of 8:00 and 17:00 local time, during standard HP business days, excluding HP holidays. Service requests received after 14:00 local time or outside the coverage window will be logged the next business day.



Delivery specifications

- To request supplies, call the HP Call Center:
 - United Kingdom: **+44 (0) 845 604 7456**
- If you have supplies available in your subscription, HP may ask you for additional information such as device serial number and shipping address. Your replacement supplies will then be shipped to your location.

Service limitations

- Subscription Print Supply Service offers the standard HP Limited Warranty for supplies. If you have questions related to the warranty on your supplies visit: www8.hp.com/uk/en/contact-hp/support.html or call **+44 (0) 207 949 0416**.
- Repairs outside of supply replacement are not included in this service.
- You can order up to one-third of your total subscription per 12 month period. Additional supplies can be purchased at a discounted price separately by calling the support number.
- HP is not able to ship replacement supplies through international customs.
- Subscription Print Supply Service ends when the service period expires.

Terms and conditions


For the full list, see [Terms and Conditions](#)

For more information

To learn more about Subscription Print Supply Service, as well as other related services from HP, contact your local HP preferred reseller or HP sales representative.

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¹Each Care Pack comes with a specific number of cartridges for the 3 year term. The number of cartridges for each Care Pack is based on an average estimate of printed pages per month not to exceed the recommended page volumes for the printer. For example: an OJ Pro 8730 with a monthly page volume of 750 per month the associated Care Pack would come with 30 cartridges. Actual cartridge yield varies considerably based on content of printed pages and other factors. For details see hp.com/go/learnabouthsupplies.

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