



# Hard Drive Data Recovery Service

In a world where data is so critical to your company, data loss due to even a single hard drive failure could result in a major disruption to your business. What is your plan to recover critical business information in the event of a data disaster?



## Service highlights

- **Duration**—One or three year data recovery service, pegged to the base warranty or Care Pack upgraded warranty.
- **Turnaround time**<sup>1</sup>—Data Recovery requires 5 to 8 business days following the receipt of the hard drive.
- **Unlimited recoveries**<sup>2</sup>—There are unlimited instances of data recovery for the term of the service.
- **Recovery updates**—Online updates provide current status of the data recovery.
- **Hardware diagnosis**—Troubleshooting is dependent on the eligible warranty level. In the event the hard drive has failed<sup>3</sup>, a replacement drive will be provided.
- **Limitations**—30 day waiting period if Care Pack is purchased separate from hardware. Not eligible on platforms with RAID or more than 2 hard drives.

## Service benefits

- **Protection against data losses**—Data Recovery Service coverage is available for HP Notebooks, Desktops, and Workstations in one and three year increments. Safeguard your data against losses due to mechanical failure, malware, accidental deletion or an operating system error. Even if you don't back up your data as often as you should, you're protected.
- **Small price, big results**—With HP Data Recovery Service, you know the upfront cost to keep your business on track, thereby limiting uncertainty and avoiding the high cost of a data recovery in the event of a hard drive failure.
- **HP trusted expertise**—Count on HP to protect your sensitive information, treat it with a high level of confidentiality and deliver it to you securely. Your data will be handled only by data recovery experts in a sealed, contaminant-proof environment. Care Pack services from HP Care assure you of reliable and quality data recovery backed by HP's award-winning support organization.

<sup>1</sup> Turnaround time does not include ship time from customer to HP recovery center, or return of data disc to the customer's designated address. Intermittent failure may require additional recovery time. In this event the customer will be notified by HP.

<sup>2</sup> Data Recovery service is performed on a best effort basis. Condition of the media will determine what files are recoverable. In the event no data is recoverable, HP will refund the customer a prorated amount up to the amount paid for the DRS Care Pack.

<sup>3</sup> Failure of the hard drive is determined by diagnosis and confirmation of an HP technician.

HP Hard Drive Data Recovery Service helps safeguard your vital business information, offering peace of mind—that if the unexpected happens—you have a prearranged, low-cost and reliable service to help recover your critical data and maintain business continuity.



HP Hard Drive Data Recovery Service is available for:



Desktops



Notebooks



Workstations

## Plan ahead to recover your business critical files

Hard Drive Data Recovery provides the protection you need when a data loss occurs. Simply contact HP during regular business hours for diagnosis of the problem. If your hard drive is determined to be faulty, HP will provide a prepaid shipping label, a replacement hard drive (as determined by warranty level<sup>4</sup>), and a dedicated link to track the status of your data recovery through the receipt of your recovered data on disc.

## Service coverages

Feature	Delivery specifications
<b>Eligibility</b>	<ul style="list-style-type: none"><li>• Eligible on HP desktops, notebooks and workstations under current warranty coverage or Care Pack warranty extension.</li><li>• Available in United States and Canada.</li></ul>
<b>Service window</b>	<ul style="list-style-type: none"><li>• Support services are delivered during standard business hours, 9 am–5 pm and standard business days, Monday–Friday, excluding HP holidays.</li><li>• Calls received and answered during this service window will be logged the next business day.</li></ul>
<b>Coverage</b>	<ul style="list-style-type: none"><li>• Data Recovery Service is available for 1 or 3 year periods available via Care Pack services.</li><li>• Unlimited data recoveries are included.</li><li>• Data recovery applies only in the country where the Care Pack is purchased.</li></ul>
<b>Limitations</b>	<ul style="list-style-type: none"><li>• If Data Recovery Service is purchased separate from the attached hardware, a 30 day waiting period applies, otherwise coverage is immediately active.</li><li>• Not eligible on RAID configurations or platforms with more than two pre-installed hard drives.</li><li>• Data Recovery is on a best effort basis, with no guarantee to recover specific files.</li><li>• The customer is the sole owner of all recovered files. HP does not guarantee the security, purpose or use of recovered files.</li><li>• Beyond this entitlement, should data recovery be required, customers will be charged for replacement service and the full cost of the hard disk as well as the full cost of the data recovery service based on the local rates.<sup>5</sup></li></ul>

<sup>4</sup> DRS does not entitle customer to a replacement hard drive. Hardware must be under current warranty or Care Pack post warranty. Replacement hard drive is provided under terms and conditions of the current warranty coverage of the hardware unit.

<sup>5</sup> The purpose of this flyer is to present an informal overview of HP Data Recovery Service Care Pack. Description does not provide all terms and conditions. For additional terms and conditions reference the HP Data Recovery Service technical datasheet.

Contact us today to learn more about HP Hard Drive Data Recovery Service and other Care Pack services at [www.hp.com/go/carepack](http://www.hp.com/go/carepack)

