



HP Subscription-based Services

Frequently asked questions from HP PageWide XL and DesignJet Printer users

General

Q: What are HP Subscription-based Services?

A: HP offers the possibility to use or access HP Services on a periodic basis (monthly, quarterly, and annually). You may cancel your subscription service at any time from the thirteenth month and onwards.

Q: Why did HP introduce Subscription-based Services?

A: In addition to being committed to providing HP customers with best-in-class services, HP believes in offering a choice of payment options to provide customers with financial flexibility. HP Graphics Subscription-based Services enable you to adjust your service model to your preferred financial model, and to periodically change it to suit your evolving needs.

Printer services

Q: What kind of Subscription-based Services can I get?

A: HP offers a selection of services for HP printers depending on country, printer type, and model. In order to see what services are available to you, you will need to fill in a form, selecting the relevant specifications for those three points. You will be presented with the list of relevant available services, with a short description of each service, the monthly/quarterly/yearly price, and detailed information on the service.

Q: Why do I need to provide the serial number of my printer?

A: HP asks for your printer serial number in order to offer you the most suitable service for your specific printer. This takes into account the expiration date of the printer warranty and/or Care Pack (if you purchased this optional service). Any subscription-based service will commence only after the warranty and/or Care Pack service period ends.

Ordering

Q: How do I order my selected subscription-based service?

A: Use HP shopping cart for a secure checkout in just three steps: (1) Provide your billing address; (2) Fill in your payment information; (3) Confirm the selected service in the cart.

Q: Do I need to sign up?

A: Yes. The first time you order a subscription-based service, you need to sign up using your contact information. This enables you to access your subscription panel, where you can manage, buy, and cancel your subscription-based services and quotes.

Q: How can I use a coupon?

A: Some printers may have coupons inside of the box or you may receive a promotional coupon from HP or an HP reseller. In any of these cases, you may apply these coupons to receive a specific discount for your selected service by filling in the coupon box with your coupon code during the checkout process.

Q: What is the setup fee for?

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A: HP charges a one-time fee to setup your subscription-based service, to cover the administration costs. This one-time fee is charged only when you place the order; it will not recur with subsequent charges during the life of your subscription.

Q: What is the health check fee?

A: If you subscribe to subscription-based services six months or longer from the time the warranty or Care Pack period ends, you may be charged for a one-time health check to confirm if your printer is working properly before the subscription is activated.

Managing your subscription

Q: How do I subscribe?

A: There are two ways to subscribe to HP services: you can either order directly via hp.com/go/subscriptions, or you may receive a quote from your HP reseller.

Q: How do I accept a subscription quote?

A: If your HP reseller sends you a quote by email, it will contain a link to a web page where you can review, accept or reject any quotes that your reseller offers you related to your printer/s. Upon accepting the quote, you will be redirected to the shopping cart to proceed to checkout and activate the subscription service offered by your reseller.

Q: When will my subscription be activated?

A: Once you select the subscription service and complete the checkout process, the system automatically subscribes you to the service. If you currently have an active valid warranty or Care Pack, monthly/quarterly/yearly billing will begin only in the month after the warranty period or care pack service period ends.

Q: What does it mean when my subscription status is "Draft"?

A: Once you complete the checkout process, your subscription will show under "Draft" status in Manage My Subscriptions until we process the payment (within 48 hours maximum), when it will show as "Active" status.

Q: What manages my subscription?

A: Once you log in with your registered email and password, you can access your subscription panel from the top-right side of the subscriptions webpage. In the subscription panel, you can see which printers are subscribed, for which services, the purchase period and expiration date of the service, and which subscription services are active, on hold, canceled, or expired.

Q: How do I cancel my subscription?

A: Log in and access the "manage my subscription" section to cancel your subscription at any time. You may incur an early termination fee if you cancel your subscription before the minimum committed period ends (six months).

Q: How do I know if my printer's warranty has expired?

A: You may check when your warranty or Care Pack ends by accessing the lookup tool at <https://cpc.ext.hp.com>

Contacting HP

Q: How do I get service for my printer that is covered by a subscription service?

A: Customers should call **08 5199 3363**. Make sure you have the serial number of the printer at hand when you call. Agents will work with you to troubleshoot the problem and if possible solve it remotely. If necessary, they will dispatch a service engineer.

Q: Who do I contact if I have questions about my subscription service contract?

A: Customers should call **08 5199 3363**. Make sure you have the serial number of the printer at hand when you call. Agents will have access to your contract status and will be able to answer your questions.

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