

Relocation Service

Care Pack, part of HP Care



Service benefits

- Have your equipment relocated quickly and efficiently by HP trained technical specialists
- Schedule services at a time that is convenient for you
- Use this service for all types of moves, from across the room to around the world.

Service features

- An HP service specialist will work directly with you to coordinate your equipment relocation
- HP technical specialists will ensure that your equipment is properly deinstalled, packaged, and reinstalled in the new location

Service overview

HP's Relocation Service offers complete management of moving your technical equipment wherever you need it, whenever you move. This service is designed to help you efficiently coordinate equipment relocation and implementation for a variety of moves, whether it's a single printer system or an entire fleet, and whether it's across the room, across the country, or around the world.

Whether within your current location or a new site, you can maintain your service coverage and rest assured that your relocation is handled quickly and safely.

Features and specifications

Feature	Specifications
Equipment inspection	<ul style="list-style-type: none">• Check equipment to verify operation and condition• Ensure that all equipment can be safely and efficiently de-installed
De-installation	<ul style="list-style-type: none">• Properly remove your equipment from the old location• Securely prepare and package it for shipment to the new location
Site evaluation	<ul style="list-style-type: none">• Inspect new location for safety and readiness• Provide recommendations for preparing new location for installation of relocated equipment
Shipment and installation	<ul style="list-style-type: none">• Ship and unpack equipment at the new location• Calibrate and install equipment at the new location

Delivery specifications

Coverage

- All HP equipment which have not reached the end of their service life are eligible for relocation.
- Relocation Service does not have any effect on the duration or coverage of the warranty or service agreement for the relocated equipment. The existing location specified in the warranty or service agreement contract will be updated in the HP entitlement database following an authorized relocation.

Pricing

- Relocation Service is completed on a case-by-case basis, based on model, distance between locations, and the anticipated time between de-installation and re-installation.
- Service, labor, and travel prices are fixed.
- Pre-move repair services (if required) may be covered by your current Service Agreement (if any). Any damages due to transporting the equipment would not be covered under Service Agreements.

Customer Responsibilities

- To engage this service, contact your local HP authorized service provider to schedule an appointment. An HP Service Specialist will work with you to plan your relocation, including identifying all equipment to be relocated and scheduling the delivery of the service.
- For this service, you must provide HP access to the equipment, existing location, and new location.

Service limitations

- Relocation Service is available only during local HP hours.
- Relocation Service does not include:
 - Packing and crating for shipment, any applicable packaging materials
 - All rigging, shipping, and applicable insurance
 - All preparation of the new site (power, air handling, build-out, etc.)
 - Operator training
 - Installation of upgrades, options, or accessories
 - Refurbishment or part required to repair machine
- Relocation Service are not covered by equipment warranty or service agreement
- Any damages that occur during a non-authorized move are not covered by warranty or service agreement and repairs of those damages will be invoiced at current Time and Materials rates.
- Only genuine HP options and accessories will be re-installed following the relocation move. The installation and re-calibration must be done using genuine inks and supplies.
- Site preparation required for specific equipment may incur additional fees if site readiness delays installation
- Long-term storage can cause ink system issues. While HP will prepare your equipment for storage at your request, print heads and ink systems are not covered during long term storage.

Care Pack terms and conditions

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

For more information

Contact your local HP sales representative.

HP Scitex services: hp.com/go/Scitexservice

HP Latex services: hp.com/go/latexservice

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