

# Travel Support Offsite

Care Pack, part of HP Care



## Service benefits

- HP hardware support during your travel
- Multinational geographic coverage
- Flexible shipment options
- Reliable, affordable alternative to onsite support

## Feature highlights

- Remote problem diagnosis and telephone support
- Travel coverage with service in more than 80 countries
- Return shipment of functional unit back to your location
- Flexible shipment options to HP designated repair centers
- Three business days standard turnaround time (may vary by location)
- Standard business hours
- Accidental Damage Protection (optional; for eligible products only)

## Service overview

Travel Support Offsite provides a hardware support solution for mobile device users on the road. We provide telephone support, diagnose problems, and arrange shipment to designated HP repair centers if necessary. Service is available in all locations listed on [hp.com/services/travel](http://hp.com/services/travel), with local-language support in participating countries.

## Features and specifications

Feature	Specification
Remote diagnosis and support	We provide basic telephone technical assistance, with installation, product configuration, setup, and problem resolution.
Offsite repair and replacement	If a problem cannot be resolved remotely, we'll arrange shipment to a designated HP repair center, where we will determine whether to repair or replace your device.
Shipment to the repair center	Depending on the purchased service level, HP offers two different shipment options: You may arrange delivery yourself (either in person or using a local service), or HP will provide a courier to pick up the device and deliver it to the repair center.
Return shipment	An HP authorized courier will return the repaired or replaced product to your location in the same service area.
Defective media retention (optional)	For eligible products covered under this service, you may choose to retain defective hard drives or SSD/Flash drives if, for example, they contain sensitive data.
Accidental Damage Protection (optional)	Eligible products may be covered against accidental damage, including non-intentional liquid spills in or on the unit, accidental drops or falls from not more than fifteen feet (five meters), and electrical surges that damage the covered product's circuitry.

## Delivery specifications

Feature	Delivery specification
Remote diagnosis and support	When you have a problem, call our designated support telephone number. We may ask you to provide relevant information, run diagnostic tools, and perform other supporting activities.
Offsite repair and replacement	If the device can be repaired, we provide necessary parts and materials. If not, we will provide a replacement.
Shipment to the repair center	<ul style="list-style-type: none"> <li>• <b>Delivery by customer:</b> With this option, you deliver the defective product to the repair center yourself, either in person or using a local service.</li> <li>• <b>Pickup by HP:</b> Our courier will pick up the defective product at your location, if you're in the service area, and deliver it to the repair center. Same-day pickup requests must be received before noon local time; all other requests will be scheduled for the next business day.</li> </ul>
Return shipment	Return shipment usually takes between three and seven business days. You may request accelerated delivery at an additional charge.
Defective media retention (optional)	This option authorizes you to remove defective hard drives or SSD/Flash drives before sending the device for repair or replacement. This enables you to maintain physical custody of any sensitive information contained on the drives. Without this service option, the HP repair center will not accept a device with missing components.
Accidental Damage Protection (optional)	This option covers the cost of necessary repairs resulting from accidental damage, defined as operational or mechanical failure caused by an accident from handling which occurs in the course of the normal intended use of the covered product.

## Coverage

All standard accessories and internal components that were included or purchased with the HP product—such as an HP mouse, keyboard, AC adapter, Jetdirect card, memory, or CD drive—are covered under this service. **Non-HP** devices, accessories, and consumables—such as customer-replaceable batteries, tablet PC pens, carrying cases, maintenance kits, and any product previously repaired by an unauthorized technician or user—are **NOT** covered by this service.

## Customer responsibilities

- **Registration:** All HP products covered by Travel Support Offsite must be registered with HP within 10 days of purchase.
- **Remote diagnosis:** We may ask you to provide relevant information, start diagnostic tools, and perform other reasonable troubleshooting activities.
- **Shipping:** Before sending a defective product to a designated repair center, you must ensure that it is packed appropriately and ready for pickup.

- **Data security:** HP is not responsible for data stored on the returned product. Ensure that all personal and/or confidential information is safely backed up and removed from the device before submitting it for repair or replacement.
- **Defective media retention:** Before sending a defective product to a designated repair center, you must remove all hard drives and SSD/Flash drives and destroy or dispose of them according to your organization's security and environmental policies. Keep an accurate inventory—HP may ask you to identify the retained drives by serial number.
- **Accidental Damage Protection:** You must report accidental damage within 30 days, and provide a detailed explanation of the event.

## Service limitations

- **Turnaround time:** Turnaround time is three business days for eligible locations, measured from when the defective product is received by HP until it is ready to be returned to you. Turnaround time does not include time in transit. Turnaround time may be longer than three days in some locations, or outside metropolitan areas.
- **Coverage window:** Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays (coverage may vary by geographic location).
- **Defective media retention:** Hard drives or SSD/Flash drives must be diagnosed as defective before we provide replacements. Failure rates are closely monitored, and we reserve the right to cancel service with 30 days' notice if we believe the media retention feature is being abused. We accept no responsibility for any data that may reside on any defective or replacement hard drive or SSD/Flash drive.

## Exclusions to Accidental Damage Protection (ADP) optional service feature

The accidental damage from handling service feature requires the product to be covered by a factory warranty or optional extended service contract with coverage duration equal to or longer than the Accidental Damage Protection service. The accidental damage from handling service feature provides protection for operational or mechanical failure caused by an accident from handling which occurs in the course of the normal intended use of the product.

Except for products where such damage is specifically identified as being covered under the HP limited warranty, the HP limited warranty does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; or corrosion.
- Vandalism, fire, a vehicular or homeowner's accident, act of God (such as flood or natural disaster), or any other peril originating from outside the product.
- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism.

- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous materials (including biohazardous or human or animal bodily fluids), animal or insect damage or infestation.
- Operator negligence, misuse, mishandling.
- Improper electrical power supply, unauthorized repairs or attempts to repair, improper and unauthorized equipment modifications, attachments or installation, defective batteries, battery leakage, lack of manufacturer-specified maintenance (including use of inappropriate cleansers).
- Error in product design, construction, programming, or instructions.
- Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use, storage, and operation of the product in accordance with the manufacturer's specifications and owner's manual.
- Theft, loss, mysterious disappearance, or misplacement.
- Data loss or corruption; business interruptions.
- Fraud (including, but not limited to, incorrect, misleading, erroneous, or incomplete disclosure of how the equipment was damaged to the customer's adjudicator, the servicer, or HP).
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not affect operation and functioning of the computer, including damage to case or cabinetry or other nonoperating parts or components which does not affect the functionality of the covered product.
- Computer monitor screen imperfections including, but not limited to, "burn-in" and missing pixels caused by normal use and operation of the product.
- Damage to products whose serial numbers are removed or altered.
- Damage or equipment failure that is covered by manufacturer's warranty, recall, or factory bulletins.
- Damage caused during the customer's shipment of the covered product to or from another location.
- Damage to hardware, software, media, data, etc., stemming from causes including, but not limited to, viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code, or proprietary data; any support, configuration, installation, or reinstallation of any software or data; or use of damaged or defective media.
- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the HP Care Pack service; in addition, a 30-day waiting period must be observed for Care Packs purchased more than 30 days after the hardware purchase before a claim can be filed with HP.
- Product obsolescence.
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection HP Care Pack.
- Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein.

- Intentional damage that results in a cracked or damaged computer display screen or damaged monitor.
- Alteration or modification of the covered product in any way.
- Unexplained or mysterious disappearance and any willful act to cause damage to the covered product.
- Reckless, negligent, abusive, willful, or intentional conduct while handling or using the product. Abuse is defined as the intentional non-utilization of the protective items during product use, or treatment and use of the covered products in a harmful, injurious, or offensive manner that may result in its damage, and any willful or intentional damage to the product.
- If protective items such as covers, carrying cases, or pouches, etc., were provided or made available for use with the covered product, the customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service.

### Limitations to ADP: Gen 2

For **Gen 2 ADP Care Packs**, the total amount that HP will pay for repairs or replacement made in connection with all claims for accidental damage from handling on any covered product shall not exceed the purchase price of the covered product, excluding tax and shipping. In the event that **HP, its affiliates, suppliers, contractors, resellers, or service providers** make repairs, which in the aggregate are equal to the purchase price of the covered product, or replace the covered product with a new, rebuilt, or refurbished product of equal or similar features and functionality, HP will have no further obligations under this HP Care Pack service agreement regarding claims for accidental damage from handling for such covered product, but all other aspects of the HP Care Pack service purchased will remain in effect unless specifically documented otherwise in the country of purchase. The cost of repair for any additional ADP claims will be charged on a time-and-materials basis.

### Limitations to ADP: “1 ADP CLAIM”

For **“1 ADP CLAIM” Care Packs**, claims for repair are limited to one claim per product serial number, commencing from the HP service start date. Once the one claim limit is reached, the limit of liability for ADP under this HP Service agreement will have been reached. In the event that **HP, its affiliates, suppliers, contractors, resellers, or service providers** make ADP repairs, replace the covered product with a new, rebuilt, or refurbished product of equal or similar features and functionality, HP will have no further obligations under this HP Care Pack service agreement regarding claims for accidental damage from handling for such covered product, but all other aspects of the HP Care Pack service purchased will remain in effect unless specifically documented otherwise in the country of purchase. The cost of repair for any additional ADP claims will be charged on a time-and-materials basis.



### Additional limitations to ADP

- HP shall not be liable for any incidental or consequential damages, including, but not limited to, property damage, lost time, or lost data resulting from the failure of any product or equipment or from delays in service or the inability to render service.
- HP reserves the right to physically audit your product and/or collaborate with the customer to validate a claim submitted for accidental damage from handling.
- HP may, at its sole discretion, elect to replace HP products in lieu of repairing them. The covered product becomes the property of HP and must be returned to HP (or HP designee) at HP expense. HP reserves the right to replace the product with a remanufactured or refurbished product. Technological advances may result in a replacement product with a lower selling price than the original product.
- HP reserves the right to deny acceptance of requests to purchase the accidental damage from handling service feature at its sole discretion.

### Terms and conditions

See complete Care Pack [terms and conditions](#).

### For more information

To learn more about Travel Support Offsite, please contact your local sales representative or visit [hp.com/go/cpc](http://hp.com/go/cpc).

Sign up for updates  
[hp.com/go/getupdated](http://hp.com/go/getupdated)



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