



HP Device Recovery Service

Frequently Asked Questions (FAQ)

For Customers

This document answers the most commonly asked questions about HP's Device Recovery Service offering.

HP Device Recovery Service FAQ for Customers

Q: What is the HP Device Recovery Service?

A: The HP Device Recovery Service delivers a simple yet complete solution that includes the secure and sustainable repurposing of your end of use devices and provides you with the residual value. It includes services to securely retire your end of use devices with logistics and expert data erasure services while providing cash back for your old HP or non-HP devices¹ that can help offset the cost of a device refresh.

Q: What does the service include?

A: *Secure Logistic Service*—the standard service includes onsite pick, pack and shipping of the assets to an HP approved asset management company. Alternatively, you can self-ship the assets to the designated HP partner. Optionally available are Expanded and Enhanced Secure Logistic Services². Please contact your HP sales or partner representative for more information on these services.

Data Sanitization Service—offsite data sanitization is the standard service. Storage media data will be either erased or destroyed (if media cannot be erased) using latest data security industry standards. Optionally available is an onsite data sanitization service. Customers will receive a Certificate of Data Sanitization upon completion of the service.

Sustainability Benefit Report—You will receive a Sustainability Benefit Report showing the environmental benefits of the devices recovered.

Recovery Value—Fair market value of devices will be assessed, if any, and you will be provided with a quote on the residual value.²

Q: What are the benefits of data sanitization?

A: The storage media on your devices contain important and confidential data about your business and potentially your customer's business, and if not handled properly, it could end up in the wrong hands. By returning your end-of-use devices to HP, you can trust that all data will be securely erased using the highest industry standards. HP will provide you with a Certificate of Data Sanitization for your records.

Q: How will HP determine the value of my devices?

A: HP will provide a quote for the value of the devices along with logistic and data sanitization costs. The value is subject to physical product evaluation upon receipt by our Device Recovery Partner, and is based on the hardware features, condition, and location of your devices.

Q: What if my devices have no residual value?

A: HP offers standalone Recycling and Data Sanitization Services. For more information on these services, please visit us at <http://www.hp.com/go/recoverandrenue> or contact your HP sales or partner representative. Rest assured the devices will be recycled responsibly per local governmental regulations and HP standards. Click on this link for more information on [HP recycling and reuse standards](#).

Q: I've heard about the circular economy, what is it?

A: In many industries worldwide, products are created using a traditional linear model of “take, make, dispose”. Natural resources are used to create products, which are then sold to consumers, businesses, and other organizations. Once the product reaches end of life, it is often simply thrown away. A circular economy takes a different approach. This model is regenerative in nature focusing on designing and building products in a way that uses fewer natural resources and enables the continual recovery and reuse of materials. At HP, we work to design for sustainability and driving the circular economy at every stage of the product lifecycle—from use, to servicing and maintaining, to end-of-service.

¹ The purchase of new HP devices is a prerequisite for non-HP branded devices.

² Service is not available in all areas, please check with your HP representative.

³ Fair market value will be assessed based on age and condition of the device. Not all devices may have any residual value. If not, they will be responsibly recycled.

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Q: What devices are eligible for this service?

A: Customer owned devices including desktops, notebooks, tablets, and monitors are eligible. This includes HP branded and non-HP branded devices.¹

Q: I understand there is an option to self-ship my devices, how does that work?

A: If you decide to self-ship your device, HP will provide you with the shipping instructions once you accept the quotation.

Q: How much time do I have to return my devices?

A: If you chose to self-ship your devices we must receive the devices within 21 days of you accepting the valuation quote. However, if you choose to have your devices collected, our device recovery partner will contact you within two business days after you accepted the quotation, and the collection will occur within the following five business days.

Q: When can I expect to receive payment for my devices?

A: You will receive the payment within 30 business days after your invoice is received by our HP Approved Device Recovery Partner.

Q: How does HP ensure environmental compliance?

A: HP partners with vendors who specialize in reuse and recycling. These vendors are required to follow environmentally responsible processing techniques that fully comply with environmental regulations. We also commission third party audits to routinely monitor vendor conformance to all reuse and recycling standards.

Q: Where is this service available?

A: Although the service is available worldwide, please check with your HP sales or partner representative for availability in your country.

Q: How do I get additional information about the HP Device Recovery Service?

A: For more information on this service and our full offering of Recover and Renew Services, please visit us www.hp.com/go/recoverandrenew or contact your HP sales or partner representative.

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