

## Data sheet

# Hardware Support Offsite – Pick-Up & Return Service with Accidental Damage Protection



## Care Pack, part of HP Care

### Service benefits

- Ensures against unexpected out-of-pocket repair costs when you accidentally damage your mobile or desktop device. Accidental damage is not covered by the standard warranty or any other HP Care Pack service
- Includes Pick-up and Repair Service coverage
- Improves uptime and productivity
- High quality support backed by HP
- Easy to invoke

### Service feature highlights

- Remote problem diagnosis and technical telephone support
- Repair at HP-designated repair centre, all materials and parts included
- Return shipment of functional unit back to your site
- Pick-up by HP
- Five-business-day turnaround time (may vary by geographic location)
- Standard coverage hours
- Accidental Damage Protection

## Service overview

Hardware Support Offsite Service offers high quality door-to-door service for eligible HP products. The service includes telephone support, pick-up, repair or replacement of the failed unit at an HP designated Repair Center, return of the operational unit with a three business day turn-around time (may vary by geographic location) and all parts, labor as well as the cost of the pick-up and return shipment.

In addition, the accidental damage protection will help you to avoid unexpected repair or replacement costs caused by accidents that may occur during normal operation of your mobile and desktop devices.

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Remote problem diagnosis and support</b>	When experiencing a problem, the Customer must first place a call to a designated support telephone number. HP will provide basic telephone technical assistance with installation, product configuration, setup and problem resolution. Prior to any remote or offsite assistance, HP may ask the Customer to provide relevant information, start diagnostic tools and perform other supporting activities at the request of HP. HP will then work with the Customer remotely to isolate the hardware problem.
<b>Repair, materials and parts</b>	<p>If the problem, as determined by HP, cannot be resolved remotely, an HP-authorized representative at an HP-designated repair centre will provide technical support on the failed hardware product once the hardware product has been received at the HP-designated repair centre. HP will provide HP-supported parts and materials necessary to maintain the covered hardware product in operating condition. HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement parts and products are new or equivalent to new in performance. Replaced parts and products become the property of HP.</p> <p>In addition, HP may install available engineering improvements on the covered product to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP.</p>
<b>Return shipment</b>	An HP-authorized courier will return the repaired or replaced product to the Customer's location, if it is within the geographic location where the service was provided. Return shipment will be by ground transportation and usually takes between three and seven business days. The Customer may request accelerated delivery at an additional charge.
<b>Pick-up by HP</b>	An HP-authorized courier will pick up the failed equipment at the Customer's site within the country where the service is provided and deliver it to the HP-designated repair centre. It is the Customer's responsibility to appropriately package and prepare the product for courier pick-up. Calls must be received before 12.00 local time to activate same-day pickup. All other calls will be scheduled for next-business-day pickup.

Feature	Delivery specifications
<b>Turn-around-time</b>	<p>Turnaround time for this service will be five HP business days for eligible geographic locations, except for intermittent failures that may require additional repair time. Turnaround time is measured in elapsed days from the time the unit is picked up at your site by an HP-authorized courier or received during business hours at the HP-designated repair centre if delivered or shipped by the Customer, until the repaired product is ready to be returned to your site. Turnaround time does not include the time required to return ship the repaired or replaced product to the Customer. If the unit is received at the HP-designated repair centre after 17.00 local time, the five-day turnaround time starts with the next business day.</p> <p>The five-business-day turnaround time is not available for all geographic locations and may be longer outside metropolitan areas.</p>
<b>Coverage window</b>	<p>The HP Hardware Support Offsite Services, as described above, are delivered remotely and at HP-designated repair centres during standard business hours on standard business days. The service is available from 08.00 to 17.00 local time, Monday to Friday, excluding HP holidays (may vary by geographic location).</p>
<b>Accidental damage protection</b>	<p>For eligible products, specific service levels may be offered with accidental damage protection. Where accidental damage protection applies, the Customer receives protection against accidental damage to the covered hardware product as part of this service.</p> <p>Accidental damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include fire, nonintentional liquid spills in or on the unit, drops, falls, collisions and electrical surges. This includes damaged or broken LCDs (liquid crystal displays), or broken parts.</p> <p>Accidental damage protection does not cover theft, loss, normal wear, consumables, intentional acts of damage or other exclusions, as detailed in the “Service limitations” section.</p> <p>Major parts replacement, as detailed in the “Service limitations” section, is limited to three per year.</p> <p>The unit may need to be repaired or replaced at an HP designated location, since not all replacement parts may be available locally.</p>

## Service limitations

The service may be performed at an HP-designated repair centre by an HP service professional or other authorised representative.

At HP’s discretion, service will be provided using remote diagnosis and support or other service-delivery methods, or a combination of remote diagnosis and support and service delivered at the HP-designated repair centre. Other service-delivery methods may include the shipment of parts specified as Customer replaceable such as a keyboard or mouse. HP will determine the appropriate delivery method required in order to provide effective and timely Customer support.

Services such as, but not limited to,

- Recovery of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of customer to incorporate any system fix, repair, patch, or modification provided to the customer by HP
- Services required due to failure of the customer to take avoidance action previously advised by HP

Geographic coverage may vary.

### **exclusions to accidental damage coverage:**

Accidental Damage Protection does not provide coverage for:

- Damage caused by failure to provide manufacturer’s recommended maintenance or operating specifications
- Damage due to war or nuclear incident, terrorism, unauthorised attempts to repair equipment, use of damaged or defective media
- Data loss or corruption, business interruptions, obsolescence, cosmetic damage, rust, changes to colour, texture of finish, wear and tear, gradual deterioration

- Error in design, construction, machine programming or instructions to the product
- Fraud, theft, unexplained or mysterious disappearance, misuse, abuse or willful act
- Alteration or modification of the product in any way

Major parts replacement is limited to one each per year. For accidental damage protection coverage, major parts include but are not limited to the screen (LCD), DVD/CD ROM, motherboard, processor, hard disk drive, and memory. The cost to repair a major part after the limit of one event per year has been reached will be charged on a time and material basis (may vary by geographic location).

## Customer responsibilities

The customer must register the covered hardware and Care Pack as set forth in the Care Pack support service agreement.

The customer will be required, upon HP's request, to support HP in resolving the problem remotely by:

- Providing all information necessary for HP to deliver timely and professional remote support and/or to enable HP to determine the level of support eligibility
- Starting self tests and/or other diagnostic tools and programmes
- Performing other reasonable activities to help HP identify or resolve the problem

The Customer is responsible to install Customerreplaceable parts and replacement units delivered by the courier in a timely manner.

The Customer must ensure that the product is appropriately packaged and prepared for pick-up or the chosen method of delivery or shipment to the HP-designated repair centre. HP may require the Customer to include a print-out of any previously conducted self-test results together with the failed unit.

It is the Customer's responsibility to:

- Uninstall all add-ons and or accessories from the base unit before returning to HP for Accidental Damage repair
- Maintain a backup copy of all software and data. HP recommends regular backups
- Restore software and data on the unit after the repair or replacement
- Be responsible for the user application software installation and ensure all software is appropriately licensed

## Service coverage

All standard accessories included with the HP base unit part number and all HP-supplied internal components, such as HP Jetdirect cards, memory and CD-ROMs are covered. Items such as, but not limited to, the following are NOT covered under this service:

- Consumables, including, but not limited to, batteries and Tablet PC pens. If consumables are provided by HP to established whether repair has been effective because the Customer has none available, then HP may charge for such consumables at its then prevailing rate.
- Maintenance kits and other supplies
- Non-HP devices or options
- Accessories purchased in addition to the base unit, such as docking stations and port replicators
- Any product previously repaired by an unauthorised technician or user

## Geographic coverage

Service is limited to eligible U.S. major metropolitan areas, including parts of Alaska. Service may take longer outside these metropolitan areas. This service is not available in Canada, Hawaii, or Puerto Rico.

Please check with your local HP authorized representative if your location is eligible for this service.

Additional charges may be applicable in Alaska.

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