



# HP Hardware Support Next Day Exchange Service

## HP Care Pack Services

### Service feature highlights

- Remote problem diagnosis and technical telephone support
- Next-business-day hardware exchange
- Standard coverage window
- Access to electronic support information and services

### Service overview

HP Hardware Support Next Day Exchange Service offers a reliable and fast exchange service for eligible HP products. Specifically targeted at products that can easily be shipped and for which customers may easily restore data from their backup files, HP Hardware Support Next Day Exchange Service is a cost-efficient but still convenient alternative to onsite support.

HP Hardware Support Next Day Exchange Service provides a replacement product or part to be delivered free of freight charges to your location within the next business day. Replacement products or parts are new or functionally equivalent to new in performance.

### 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 scheduling a unit exchange, HP may ask the Customer to provide relevant information, start diagnostic tools, and perform other supporting activities, at the request of HP.
<b>Next-business-day hardware exchange</b>	<p>If, in the judgment of HP, the problem cannot be resolved remotely, HP will replace the defective product or the customer-replaceable part with a product or part that is new or equivalent to new in performance, but may have minor cosmetic defects.</p> <p>The replaced product or part must be returned within the specified timeframe and becomes the property of HP.</p> <p>For calls received before 2:00 p.m. local time, HP standard business days, excluding HP holidays, HP will ship a replacement product to the Customer's site for delivery on the next business day after the service request has been logged. Service requests received after 2:00 p.m. or outside the coverage window will be logged the next business day and serviced within the following business day.</p> <p>A replacement product will be delivered by 10:30 a.m. local time in most areas. Delivery time may vary based on geographic location.</p> <p>The replacement product or part is shipped via a carrier or courier to the Customer's location free of freight charges. The Customer's requested ship-to location must not require HP to ship the replacement product or part through international customs.</p>
<b>Prepaid shipping label, materials and instructions for defective unit return</b>	HP will ship the replacement product in a container suitable for returning the defective product to HP. Instructions and a prepaid shipping label for the return of the failed product will be included in the replacement product's shipping container. The location from which the defective product is returned must not require the defective product to ship through international customs. At HP's discretion, HP may elect to collect the failed product at the Customer's location (may vary by geographic location).

Feature	Delivery specifications
<b>Coverage window</b>	<p>The coverage window specifies the time during which the described services are delivered. Service is available between 8:00 a.m. and 5:00 p.m. local time, HP standard business days, excluding HP holidays.</p> <p>Service requests received after 2:00 p.m. or outside the coverage window will be logged the next business day.</p> <p>Extended telephone support may be available for select products.</p> <p>Coverage windows may vary by geographic location. Contact a local HP sales office for detailed information.</p>
<b>Access to electronic support information and services</b>	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> <li>• Certain capabilities that are made available to registered users, such as downloading selected HP firmware or patches which may require additional entitlement through HP Software support agreements, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users.</li> <li>• Expanded Web-based searches of entitled technical support documents, to facilitate faster problem-solving.</li> <li>• Certain HP proprietary service diagnostic tools with password access.</li> <li>• A Web-based tool for submitting questions directly to HP. The tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.</li> <li>• Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions.</li> </ul>

## Coverage

This service provides coverage for all standard accessories included with the HP base product part number and all HP-supplied internal components (such as HP Jetdirect cards, memory, and CD-ROM drives).

Consumable items including, but not limited to, removable media, customer-replaceable batteries and tablet PC pens, maintenance kits, and other supplies, non-HP devices, and accessories purchased in addition to the base product, such as docking stations and port replicators, are not covered by this service. HP Notebook and Tablet long-life batteries are covered for up to 3 years.

Service is limited to the continental United States and selected areas of Alaska and Hawaii. Most areas within the continental United States can be serviced the next day. Add 1 to 2 days for service in Alaska and Hawaii.

Customers may check with a local HP authorized representative about whether their product or location is eligible for this service.

## Customer responsibilities

If applicable, the Customer must register the covered hardware and HP Care Pack immediately, as set forth in the HP Care Pack support service agreement.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

For select products, the Customer must inform HP of all configuration requirements for the replacement product prior to commencement of service and must document such configuration requirements on each service request order form.

At the time of the service request, the Customer must provide a credit card number or purchase order number to HP.

The Customer must ship the defective product or parts to HP within 3 business days of receipt of the replacement product/parts and must obtain a prepaid insurance receipt, to be retained by the Customer as proof of shipment to HP. If the defective product or part is not received by HP within 10 business days of the Customer's receipt of the replacement product, the Customer will be charged the replacement product's list price.

Replacement products will usually be delivered to and defective products will be picked up from the Customer's reception desk or goods reception area if the specified Customer address is a business address. The Customer must acknowledge the receipt of the replacement product by signing the freight carrier air bill at the time of delivery.

It is the Customer's responsibility to:

- Maintain a current backup copy of the operating system, development program, and all other applicable software programs and data
- Restore software and data on the unit after the repair or replacement
- Install the user application software and ensure that all software is appropriately licensed

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event that HP does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price less any applicable discounts for the defective part or product, as determined by HP.

## Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, shipment of a replacement product, or other service delivery methods. Other service delivery methods may include the shipment of customer-replaceable parts, such as a keyboard, mouse, or other parts classified as Customer Self Repair parts. HP will determine the appropriate delivery method required in order to provide effective and timely Customer support.

The following activities are excluded from this service:

- Diagnosis or maintenance at the Customer site (if onsite diagnosis or maintenance is required and requested, the Customer will be billed at standard HP service rates)
- Setup and installation of the replacement product at the Customer site
- Backup, recovery, and support of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of the 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
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- User preventive maintenance

The Customer's requested ship-to or pickup location must not require HP to ship replacement or replaced products or parts through international customs.

Geographic coverage may vary.

## Ordering information

Availability of service features may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Hardware Support Next Day Exchange Service, contact a local HP representative or HP reseller.

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit the following websites:

- [hp.com/services/alwayson](http://hp.com/services/alwayson)
- [hp.com/services/carepack](http://hp.com/services/carepack)

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