

HP Hardware Support Next Day Exchange Service



HP Care Pack Services

Service benefits

- Remote problem diagnosis and technical telephone support
- Next-business-day hardware exchange
- Standard coverage window
- Access to electronic support information and services
- Accidental Damage Protection service (optional)

Service overview

HP Hardware Support Next Day Exchange Service offers a reliable and fast exchange service for your Covered Product. The “Covered Product” is your notebook, all-in-one, desktop, or tablet computer identified on your invoice or order confirmation that is the subject of this HP Care Pack Service. 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.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	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.
Next-business-day hardware exchange	<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 time frame 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>
Prepaid shipping label, materials, and instructions for defective unit return	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
Coverage window	<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"> • 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. • Expanded web-based searches of entitled technical support documents, to facilitate faster problem-solving. • Certain HP proprietary service diagnostic tools with password access. • 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. • 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.

Specifications (optional)

Table 2. Optional service features

Accidental damage protection	<p>For eligible Covered Products, specific service levels may be offered with protection against accidental damage from handling. If accidental damage protection was purchased, the Customer receives protection against accidental damage from handling to the Covered Product as part of this Service.</p> <p>Accidental damage from handling is 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 for accidental damage from handling includes non-intentional liquid spills in or on the unit, accidental drops or falls during the handling of the unit from not more than 15 feet or 5 meters, and electrical surge that damages the Covered Product's circuitry.</p> <p>Additional details and exclusions pertaining to the accidental damage from handling service feature are detailed in the 'Service limitations' section.</p>
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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, Canada, 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.

For HP Care Pack Services that include the accidental damage from handling services feature:

- It is the Customer's responsibility to report the accidental damage to HP within thirty (30) days of the incident date so that HP can expedite system repair. HP reserves the right to deny repair for systems under this coverage program for damages on which the incident has been reported more than thirty (30) days after the incident date.

- The use of this coverage requires an explanation of where and when the accident occurred as well as a detailed description of the actual event. Failure to provide this information will result in claim denial.

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.

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.

Exclusions to the accidental damage from handling service feature option

Eligibility for purchase of the accidental damage from handling service feature requires the product to be covered by a factory warranty or a warranty extension service with coverage duration equal to or longer than the accidental damage from handling 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. It does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; 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 (including biohazardous or human or animal bodily fluids) materials, 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 the 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, unexplained or 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 impact operation and functioning of the computer, including damage to case or cabinetry or other non-operating 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 product(s) 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 HW 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 from handling HP Care Pack Service.
- 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 protective items during product use, or the treatment and use of the Covered Product(s) 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 the accidental damage from handling service feature option

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 that 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.

WE 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's 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.

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 support services: hp.com/services/alwayson

HP Care Pack services: hp.com/services/carepack

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