

HP Hardware Support Offsite Return Service—Americas

HP Care Pack Services

Technical data



HP Hardware Support Offsite Return Service offers high-quality return-to-HP service levels with remote telephone support and offsite repair for eligible products at an HP designated repair center. The service includes offsite repair or replacement, materials and parts, labor, and the cost of the return shipment.

HP offers service levels with flexible shipment options to the HP designated repair center, as detailed below.

Some service levels are also available with optional service features such as accidental damage protection or defective media retention.

Service benefits

- Flexible shipment options
- Reliable, lower-cost alternative to onsite support for products in non-critical business or home environments
- High-quality support

Service feature highlights

- Remote problem diagnosis and telephone support
- Offsite support and materials
- Return shipment
- Shipment to the HP designated repair center
- Turnaround time
- Coverage window

Service features**Table 1. Service features**

Feature	Delivery specifications
Remote problem diagnosis and telephone support	<p>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. HP will then work with the Customer remotely to isolate the hardware problem.</p>
Offsite support and materials	<p>If HP determines that the problem cannot be resolved remotely, HP will direct the Customer to return the defective hardware product to an HP designated repair center, where HP will provide technical support. HP will provide HP-supported parts and materials necessary to return the hardware product to operating condition. HP may, at its sole discretion, elect to replace such hardware products in lieu of repairing them. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.</p> <p>In addition, HP may install commercially available engineering improvements on the covered hardware product to enable 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>
Return shipment	<p>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.</p>
Shipment to the HP designated repair center	<p>Depending on the purchased service level, HP offers different, flexible shipment options for delivering the defective product to the HP designated repair center:</p> <ul style="list-style-type: none">• Delivery by the Customer: With this option, the Customer is responsible for delivering the defective product to the HP designated repair center. The Customer must ensure that the product is appropriately packaged for the chosen method of delivery. Delivery can be in person or by a locally available commercial delivery service.• Pickup by HP: An HP authorized courier will pick up the defective product at the Customer's location if the pick-up location is within the geographic location where the service will be provided, and deliver it to the HP designated repair center. It is the Customer's responsibility to appropriately package and prepare the product for courier pickup. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other service requests will be scheduled for next-business-day pickup.
Turnaround time	<p>Turnaround time for this service will be three (3) HP business days for eligible locations, except in cases of intermittent failures and non-availability of parts, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the defective product is received by HP until the time the repaired or replaced product is ready to be shipped back to the Customer. Received by HP means (depending on shipment option used) either: (1) picked up at the Customer's site by an HP authorized courier or (2) received during HP business hours at the HP designated repair center, if delivered or shipped by the Customer. Turnaround time does not include the time the repaired or replaced product is in transit back to the Customer. If the defective product is received at the HP designated repair center after 5:00 p.m. local time, the three-business-day turnaround time starts with the next business day.</p> <p>The three-business-day turnaround time is not available for all geographic locations and may be longer outside metropolitan areas.</p>
Coverage window	<p>The coverage window specifies the time during which the described services are delivered offsite or remotely. Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays (may vary by geographic location).</p>

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Accidental damage protection	<p>For eligible products, specific service levels may be offered with accidental damage from handling protection. Where the accidental damage protection service feature applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service.</p> <p>Accidental damage from handling is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurred in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge. Covered damage also includes damaged or broken liquid crystal displays (LCDs), and broken parts</p> <p>Additional details and exclusions to the accidental damage protection service feature are detailed in the "Service limitations" section" below.</p>
Defective media retention	<p>For eligible products, this service feature option allows the Customer to retain defective hard disk or SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event a replacement Disk or SSD/Flash Drive is provided by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement.</p>

Service-level options

Table 3. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
HP Return Service	<p>HP provides a return service that includes repair or replacement and return of the defective product, including all parts, labor, and freight. By selecting the HP Return Service option, the Customer assumes responsibility for packaging and shipping or delivering the defective product to an HP designated repair center.</p> <p>HP will return the repaired or replaced product to the Customer's site if it is within the geographic location where the service is provided. Turnaround time for this service will be three (3) HP business days for eligible locations, except in cases of intermittent failure, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the product is received at an HP designated repair center until the time the repaired or replaced product is ready to be returned to the Customer. Turnaround time does not include the time required to return-ship the repaired or replaced product. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer.</p> <p>The Customer may call the HP Customer Support Center between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. Extended telephone support may be available for selected products (times may vary by geographic location).</p>
HP Pickup and Return Service	<p>HP provides a door-to-door service that includes pickup, repair, or replacement of the defective product and return of the operational product. Turnaround time for this service will be three (3) HP business days for eligible locations, except in cases of intermittent failures, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the product is picked up at the Customer's site if it is within the geographic location where the service is provided, until the time the repaired product is ready to be returned to the Customer. Turnaround time does not include the time required to return-ship the repaired or replaced product. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer.</p>

The Customer may call the HP Customer Support Center between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other calls will be scheduled for next-business-day pickup. Extended telephone support may be available for selected products (times may vary by geographic location).

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-ROM drives are covered under this service.

Not covered under this service are items such as, but not limited to, the following:

- Consumables including, but not limited to, batteries and Tablet PC pens and customer-replaceable batteries. Defective or depleted non-customer replaceable batteries will be replaced or repaired as part of this service.
- Maintenance kits and other supplies
- Non-HP devices
- Accessories purchased in addition to the base unit, such as docking stations and port replicators
- Any product previously repaired by an unauthorized technician or user

Customer responsibilities

If required by HP, the Customer or HP Authorized Representative must register the hardware product to be supported within ten (10) days of purchase of this service, using the registration instructions within the Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event a covered product changes location, registration (or a proper adjustment to existing HP registration) is to occur within ten (10) days of the change.

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

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

It is the Customer's responsibility to back up and remove all personal and/or confidential data from the defective product before it is returned to an HP designated location for repair or replacement; HP is not responsible for data stored on the returned product.

For HP Care Pack services that include the accidental damage protection service 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.

With the defective media retention service feature option, in addition to the above Customer responsibilities, Customer must:

- Remove all Disk or SSD/Flash Drives before the defective product is returned to an HP designated location for repair or replacement; HP is not responsible for data contained on Disk or SSD/Flash Drives
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure
- Provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder and execute and return to HP a document provided by HP acknowledging Customer's retention of the Disk or SSD/Flash Drives
- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk Drive is not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk or SSD/Flash Drive to HP.

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility 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
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- User preventive maintenance

Exclusions to the accidental damage protection service feature option

The accidental damage protection service feature provides protection for sudden and unforeseen accidental damage from handling, provided such damage occurred in the course of regular use. It does not provide protection against damage due to:

- Normal wear and tear, change in color, texture, or finish; gradual deterioration, rust, dust, or corrosion
- Fire, a vehicular or homeowner's accident (in cases in which said accident is covered by an insurance policy or other product warranty), act of nature (including, without limitation, floods), or any other peril originating from outside the product

- Police action, undeclared or declared war, nuclear incident, or terrorism
- Reckless, abusive, willful, or intentional conduct associated with handling and use of the product. If protective items such as covers, carrying cases or pouches, etc. were provided or made available for use with the covered product, it is expected that the Customer will continually use these product accessories for protection against damage to the covered product. Abuse is defined as the intentional non-utilization of protective items during product use, or the treatment of the product(s) that has been purchased for use in a harmful, injurious, or offensive manner that may result in its damage. Any resultant damage from this type of treatment is NOT covered by this accidental damage protection service feature
- Exposure to weather conditions or environmental conditions that are outside of HP specifications; exposure to hazardous (including bio-hazardous) materials; operator negligence; misuse; mishandling; improper electrical power supply; unauthorized repairs or attempts to repair; improper and unauthorized equipment modifications, attachments, or installation; vandalism; animal or insect damage or infestation; defective batteries; battery leakage; lack of manufacturer-specified maintenance; or improper maintenance (including the use of inappropriate cleansers)
- Error in product design, construction, programming, or instructions

The accidental damage protection service feature does not cover the following:

- 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
- Any equipment relocated outside the country of purchase and not covered by an HP Care Pack service that includes travel accidental damage protection
- 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 impact operation and functioning of the computer
- 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, 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 date of purchase of the HP Care Pack service
- Product obsolescence

Eligibility for purchase of the accidental damage protection (ADP) 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 protection service.

Limitations to the accidental damage protection service feature option

For HP business notebook products, HP does not limit the number of qualified accidental damage from handling claims for the duration of the HP Care Pack service agreement; however, accidental damage claim rates for each HP product model and Customer account are constantly monitored; **HP reserves the right to physically audit and/or collaborate with the Customer if claim rates are high.**

For products other than business notebooks, accidental damage protection coverage is limited to one claim per product per 12-month period commencing from the HP Care Pack service start date.

Once the specified limit is reached, the cost of repair for any additional claims will be charged on a time-and-materials basis, but all other aspects of the HP Care Pack service purchased will remain in effect unless specifically documented otherwise in the country of purchase.

For those Customers with a history of significantly high claims, HP also reserves the right to deny acceptance of requests to purchase the accidental damage protection service feature.

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk or SSD/Flash Drives diagnosed by HP as defective during the remote problem diagnosis. It does not apply to any exchange of Disk or SSD/Flash Drives that have not failed. SSD/Flash Drives that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual or the technical data sheet are not eligible for the defective media retention service feature option.

Failure rates on hard drives are constantly monitored, and HP reserves the right to cancel this service with thirty (30) days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective hard drives materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO ANY DATA THAT MAY RESIDE ON ANY DISK OR SSD/FLASH DRIVE OR THE DESTRUCTION OF ANY DISK OR SSD/ FLASH DRIVE RETAINED BY THE CUSTOMER OR SENT TO HP BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN THE HP SINGLE ORDER TERMS FOR SUPPORT OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION SERVICE.

For more information

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

www.hp.com/go/carepack

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