

# HP Hardware Support Exchange Service

## HP Care Pack Services



### Service benefits

- Convenient door-to-door service
- Lower-cost alternative to onsite repair
- Freight costs paid by HP

### Service highlights

- Remote problem diagnosis and technical telephone support
- Hardware exchange
- Prepaid shipping label, materials, and instructions for returning the defective product
- Flexible coverage options

### Service overview

Don't lose time to unexpected hardware defects or issues. Hardware Support Exchange Service gets you back up and running quickly by delivering replacement products or parts within a specified period of time. A convenient and cost-effective alternative to onsite support, Hardware Support Exchange Service provides a fast and reliable service exchange for eligible products—specifically products that ship easily and enable simple restoration of data from your backup files. HP provides packaging materials for shipment of the defective product and pays for shipping costs. Replacement products or parts that you'll receive are new—or equivalent to new—in performance.

### Features and specifications

#### Remote problem diagnosis and support

Prior to scheduling a unit exchange, HP will provide basic telephone technical assistance with installation, product configuration, setup, and problem resolution.

#### Hardware exchange

If 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. The replaced product or part must be returned within the specified timeframe and becomes the property of HP.

#### Prepaid shipping label, materials, and instructions for defective unit return

HP will provide 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 shipping container.

## Features and specifications (continued)

### Service-level options

- **Next-business-day Advance Exchange:** For calls received before 2:00 p.m. local time, HP standard business days, excluding HP holidays, HP will ship a replacement product to your site, to be delivered on the next business day. 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.
- **Advance Exchange:** HP will ship a replacement product to your site, to be delivered within four to seven business days after the service request has been logged. Delivery time may vary based on geographic location.
- **Receipt unit exchange:** Upon receipt by HP of the defective product and validation that the product is defective, HP will ship a replacement product to your site, to be delivered within four to seven business days after the service request has been logged. Delivery time may vary based on geographic location.

For all service level options, the replacement product or part is shipped via a carrier or courier to your location free of freight charges. Shipping through international customs is prohibited.

### Optional service features

- **Accidental damage protection:** Specific service levels may include protection against accidental damage from handling eligible, covered hardware products. Accidental damage is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Examples include non-intentional liquid spills in or on the unit, drops, falls, and electrical surges, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Country restrictions may apply; check with your local HP representative.
- **Defective media retention:** This option allows you to retain defective hard disk drives or SSD/flash drive components that you do not want to relinquish due to sensitive data they might contain. All eligible drives on a covered system must participate in the defective media retention.

## Delivery specifications

### Coverage

This service provides coverage for eligible HP PCs, printers, multifunction printers (MFPs), and other HP-branded hardware products, including HP-supported and supplied internal components such as memory and optical drives. This includes attached HP-branded accessories purchased together and included in the original packaging of the main desktop, workstation, thin client, notebook, tablet, or POS printer or MFP product, such as a mouse, keyboard, docking station, jacket, port replicator, AC power adapter, finishing accessory, or paper tray.

HP Care Pack Services with this coverage limitation do not cover external HP monitors. All-in-one devices do include the display, which is not considered a separate, external monitor. However, a second monitor attached to an all-in-one device, for example, would not be covered by this HP Care Pack.

HP docking stations or port replicators are covered within the country where the HP Care Pack was purchased, but not outside the country of purchase.

## Delivery specifications (continued)

For HP point of sale (POS) systems and bundled product solutions such as retail or mobile point of sale solutions, this service covers the base unit only, unless the service states it is a POS solution service, which provides coverage for the base unit as well as up to six peripherals with HP part numbers and serial numbers, such as cash drawers, printers, pole displays for monitors, and barcode readers or handheld scanners that have been sold as part of the POS or bundled product solution.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard, and mouse.

Consumable items including but not limited to removable media, customer-replaceable batteries, tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. Batteries for mobile HP commercial PCs are covered for up to three years. Search for “Understanding Battery Warranties for Business Notebooks” on [hp.com](http://hp.com) for more details.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges. HP will work with you to recommend replacements. Not all components will have available replacements in all countries due to local support capabilities.

### Customer responsibilities

You must register the covered hardware and HP Care Pack immediately, as set forth in the HP Care Pack support service agreement. You will be required, upon HP request, to support HP's remote problem resolution efforts. You 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, you 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, you must provide a credit card number or purchase order number to HP. If the “Pickup by HP” option has not been chosen, you must ship the defective product to HP within three business days of receipt of the replacement product and must obtain a prepaid insurance receipt, to be retained by you as proof of shipment to HP. If the defective product is not received by HP within ten business days of your receipt of the replacement product, you will be charged the replacement product's list price. It is your 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.
- Install, in a timely manner, critical customer-installable firmware updates, as well as customer-replaceable parts and replacement units delivered to you.
- Register to use HP's electronic facility in order to gain access to restricted product information and to receive proactive notification or other services available to you.

## Delivery specifications (continued)

### Accidental damage protection (optional feature)

For HP Care Pack offerings that include the accidental damage protection optional service feature, you must report accidental damage to HP within thirty days of the incident date so that HP can expedite system repair. The report must have a detailed explanation of the accident, including when, where, and how it occurred, and a description of damage to the unit. HP will deny the claim if this information is not provided, or if the incident is reported more than thirty days after the incident date.

### Defective media retention (optional feature)

With the defective media retention service feature option, it is your responsibility to:

- Retain physical control of disks or SSD/flash drives at all times; HP is not responsible for data contained on disks or SSD/flash drives.
- Ensure that any sensitive data on the retained disks or SSD/flash drives is destroyed or remains secure.
- Provide HP with identification information for each disk or SSD/flash drive retained hereunder, and execute a document provided by HP acknowledging your retention of the disks or SSD/flash drives.
- Destroy the retained disk or SSD/flash drives and/or ensure that the disk or SSD/flash drive is not put into use again.
- Dispose of all retained disks or SSD/flash drives in compliance with applicable environmental laws and regulations.

For disks or SSD/flash drives supplied to you by HP as loaner, rental, or lease products, you will promptly return the replacement disks or SSD/flash drives at the expiration or termination of support with HP. You will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased disks or SSD/flash drives to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such disk or SSD/flash drive.

## 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 (CSR) parts. HP will determine the appropriate delivery method required in order to provide effective and timely support.

### Exclusions from Hardware Support Exchange Service

- Diagnosis or maintenance at your site (if onsite diagnosis or maintenance is required and requested, you will be billed at standard HP service rates).
- Setup and installation of the replacement product at your site.
- 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 your failure to incorporate any system fix, repair, patch, or modification provided to you by HP.
- Services required due to your failure to take avoidance action previously advised by HP.
- Services that, in the opinion of HP, are required due to improper treatment or use of the product.

## Service limitations (continued)

- 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.
- Service may be limited for select printers that have a page-limit warranty. Please see printer data sheet for details.

Your 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 from accidental damage protection

The accidental damage protection service feature provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use. 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; or corrosion.
- Fire, 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.
- 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; or 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 your 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 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 products 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 your 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.
- Product obsolescence.

## Service limitations (continued)

- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection Care Pack.
- 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.
- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism.
- Alteration or modification of the covered product in any way.
- Any willful act to cause damage to the covered product.
- Reckless, negligent, or abusive conduct while handling or using the product.
- Unit cracks or holes when the damage does not penetrate the outer case and/or reveal internal circuitry or sharp edges.
- Missing or broken keyboard caps not related to a covered accident (e.g., drop or liquid spill).

### Limitations to accidental damage protection

Eligibility for purchase of the accidental damage protection 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.

If protective items such as covers, carrying cases, or pouches were provided or made available for use with the covered product, you must continually use these product accessories to be eligible for protection under this accidental damage coverage service.

Reckless, negligent, or abusive conduct includes but is not limited to the treatment and use of the covered products in a harmful, injurious, or offensive manner that may result in damage, as well as any willful or intentional damage to the product. Any damage resulting from such acts is not covered by this accidental damage protection service feature.

For HP commercial and consumer products, accidental damage protection is limited to one incident per product per twelve-month period commencing from the HP Care Pack 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 purchased will remain in effect unless specifically documented otherwise in the country of purchase.

For customers with a history of significantly high claims, HP reserves the right to deny requests to purchase the accidental damage protection feature.

## Service limitations (continued)

### Limitations to defective media retention

The defective media retention service feature option applies only to disks or eligible SSD/flash drives replaced by HP due to malfunction. It does not apply to any exchange of disks 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, the product QuickSpecs, or the technical data sheet are not eligible for the defective media retention service feature option.

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

HP shall have no obligation whatsoever with respect to the contents of or the destruction of any disk or SSD/flash drive retained by you, or sent to HP by you. Notwithstanding anything in HP's current standard sales terms 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.

## 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 the Hardware Support Exchange Service, contact a local HP representative or HP reseller.

## Terms and conditions

See complete HP Care Pack [terms and conditions](#).

## For more information

For more information on HP services, contact any of our worldwide sales offices or visit [hp.com/go/pcandprintservices](http://hp.com/go/pcandprintservices).

Sign up for updates  
[hp.com/go/getupdated](http://hp.com/go/getupdated)



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Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, visit [hp.com/go/cpc](http://hp.com/go/cpc).

HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP limited warranty provided with your HP product.

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