

Data Recovery Service

Care Pack, part of HP Care



Service benefits

- Safe handling of your files with fast, secure, and confidential data recovery
- Reliable and prompt data recovery helps mitigate business risks and opportunity costs
- Predictable cost of data recovery, reducing the total cost of data protection and disaster recovery
- Expert data recovery performed by experienced professionals in a sealed, contaminant-proof environment
- Simple, standalone data protection or protection complementary to other solutions

Service feature highlights

- Data recovery
- Service deployment
- Coverage window

HP realizes that data is vital to your business. When you purchase any HP commercial notebook, desktop, or workstation you have the option to buy Data Recovery Service (DRS) at a fraction of the normal cost. Knowing that you have protection in the event of a data disaster can bring invaluable peace of mind. If you cannot access the data on your hard disk drive (HDD), you can trust HP to help recover your data.* DRS coverage provides data recovery in the event mechanical or software-related issues result in the inaccessibility of your files. Data can be recovered from hard-disk drives and solid-state drives installed on your HP platform.

* Data Recovery service is performed on a best-effort basis. Condition of the media will determine what files are recoverable.

Specifications

Table 1. Service features

Feature	Delivery specifications
Data recovery	<p>Data Recovery Service includes coverage in the event of data loss due to mechanical failure, accidental deletion, software crash, or malware.* The service is conducted at an offsite location, where HP will recover the Customer's data on a best-effort basis.</p> <p>Data recovery requires approximately 14 business days.**</p> <p>Data Recovery Service instances are unlimited during the active period of the Care Pack.</p> <p>Data will be returned to the customer on a storage device that will be large enough to store their rescued data. Most of the time it will be returned on an external USB hard drive.***</p> <p>* Failure of the hard drive is determined by diagnosis and confirmation of an HP technician.</p> <p>** Turnaround time does not include ship time from Customer to HP recovery center, or return of data disk to the Customer's designated address. Intermittent failure may require additional recovery time. In this event, the Customer will be notified by HP.</p> <p>*** This option may not be applicable to all regions/countries, reference your regional/country HP support center for regional/country information.</p>
Services deployment	<p>In the event customer can not access their data due to mechanical failure, accidental deletion, software crash, or malware.*</p> <p>Data will only be recovered from the hard drive of the notebook, desktop, or workstation that is installed in the hardware unit covered by Data Recovery Service.</p> <p>The Customer's contact information and mailing address will be verified and used for the remaining steps of the data recovery claim process.</p> <p>The Customer will be provided a reference number for their data recovery claim. For updates on the status of data recovery, the Customer can call HP Support and provide this reference number. A prepaid shipping label will be provided to customers via email in North America and other global locations where available.</p> <p>* HP Support must be contacted directly for diagnosis of system.</p>
Coverage window	<p>Hours of coverage are 8 hours a day, 5 days a week, Monday through Friday, 9:00 a.m. to 5:00 p.m. local time, excluding HP holidays.</p>

Customer responsibilities

The Customer will:

- Remove any confidential, proprietary or personal information, including, but not limited to, names and contact information, date of birth, social security or national ID numbers, age, income, credit card numbers, or financial and health records from the Hard Disk Drive or data before submitting it to HP for Data Recovery Service
- Maintain HP's hardware product warranty or warranty upgrade during Data Recovery Service coverage
- Contact HP support at the provided number to initiate the diagnosis and data recovery process
- Package and ship the HDD eligible for recovery to the location specified by HP; suggested packaging is twice the size of the media wrapped in anti-shock material to reduce movement and damage during shipment
- Ensure that all service prerequisites, as identified during service deployment, have been met

Service limitations

Data Recovery Service cannot be purchased if pre-existing issues have resulted in inaccessibility of files on eligible HP hardware.

The Data Recovery Service process does not comply with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009. Customers who are subject to HIPAA and HITECH should not provide data or hard-disk drives to HP that contain Protected Health Information (PHI) as defined under HIPAA and HITECH. Customers are solely responsible for determining whether they are subject to HIPAA and HITECH.

If Data Recovery Service is purchased separately from the hardware, the Customer must register their new Care Pack within 30 days of the original purchase date.

HP may use a third-party service provider for Data Recovery Services. The third-party is required to comply with HP's privacy policy.

HP platforms with RAID configurations or with more than 2 pre-installed hard drives are not eligible for this Care Pack.

Recovery of data from hardware not covered by an HP warranty or HP support agreement is not included in Data Recovery Service. Data will only be recovered from the hard drive of the notebook, desktop, or workstation that is installed in the hardware unit covered by Data Recovery Service.

HP may cancel the Data Recovery Service at any time during the service term if the Customer refuses the assistance of an HP technician or makes abusive claims for data recovery. In this event, HP will provide the Customer with a written notice of cancellation, with no Customer entitlement to refund.

The condition of the storage media determines what files are recoverable.

Data Recovery Services does not provide coverage for attempted data recovery, loss or damage to drives caused by or resulting from collision with or explosion of another object, unauthorized repairs, lack of manufacturer specified maintenance or improper equipment modifications.

Recovery is on a best-effort basis. HP does not guarantee that it will be able to recover an end-user's desired data. If HP is unable to recover at least 75% of the end-user's data and/or return that data within 14 business days of receipt of the end-user's drive, the end-user's sole remedy will be a gift card valued at \$100 USD, unless the end-user agrees to an alternative provided by HP. By purchasing Data Recovery Services, the end user agrees to these terms.

Recovered data files are not created by HP. HP does not guarantee the security, purpose, or use of the files.

Software, operating system, and malware troubleshooting are not included in diagnosis support.

Hardware support prior to data recovery is dictated by current warranty service level or warranty extension.

Data Recovery Service does not prevent the infection of malware or file intrusion by third parties. It is the Customer's responsibility to protect their hardware and data from damage or intrusion.

Data Recovery Service does not include the following:

- Installation, license, or support for software
- Any services not clearly specified in this document
- Services required due to causes external to the HP supported hardware or software
- 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

Turnaround time does not include ship time from Customer to HP recovery center, or return of data disk to the Customer's designated address. Intermittent failure may require additional recovery time. In this event the Customer will be notified by HP.

Failure of the hard drive is determined by diagnosis and confirmation of an HP technician.

Data Recovery Service does not entitle the Customer to a replacement hard drive. Hardware must be under current warranty or Care Pack post warranty. Replacement hard drive is provided under terms and conditions of the current warranty coverage of the hardware unit.

Service eligibility

Only HP products and HP-supported products that are sold by HP or an HP authorized reseller are eligible for Data Recovery Service.

1-year or 3-year Care Pack coverage is offered within the base warranty or within a warranty uplift or extension. Following purchase of the Care Pack, recovery instances are unlimited within the 1-year or 3-year coverage period, so long as the hardware remains under a current warranty. HP platforms with RAID configurations or with more than 2 pre-installed hard drives are not eligible for this Care Pack.

The HP notebook, desktop, or workstation must be under current warranty coverage to be eligible for purchase of Data Recovery Service.

General provisions/Other exclusions

HP is not responsible for confidential, proprietary or personal information contained on a hard-disk drive or in data that is provided to HP for Data Recovery Services.

HP reserves the right to adjust pricing for all prospective sales of this service.

Any services provided outside of HP standard business hours may be subject to additional charges.

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

Travel charges may apply; please consult your local office.

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order Data Recovery Services, contact a local HP sales representative.

For more information

hp.com/go/pcandprintservices

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