

Get back up and running fast

HP Hardware Support Exchange Service



Service feature highlights

- Convenient door-to-door service
- Freight costs paid by HP
- Remote problem diagnosis and technical telephone support
- Improved technical communications from North American-based technicians (HP Commercial PCs only)
- Hardware exchange
- Prepaid shipping label, materials, and instructions for returning the defective product
- Flexible coverage options
- Accidental Damage Protection service (optional)
- Customer PC Software Image Re-installation (optional)

Service overview

Don't lose time to unexpected hardware defects or issues. HP 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, HP 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.

Specifications

Table 1. Service features

Features	Delivery 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. You may reach us directly at 1 (844) 732-9070.
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 15 days 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.

Specifications (optional)

Table 2. Optional service features

Features	Delivery specifications
Next Business Day Advanced Exchange	For calls received before 4:00 pm U.S. Central 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. Service requests received after 4:00 pm or outside the coverage window will be logged the next business day and serviced within the following business day.
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 the Customer's site for delivery generally within 4–7 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 the Customer's location free of freight charges. Shipping through international customs is prohibited.



Specifications (optional)

Table 3. Optional service features



Features	Delivery specifications
<p>Accidental Damage Protection</p>	<p>For eligible Covered Products, specific service levels may be offered with protection against accidental damage from handling. If Accidental Damage Protection (ADP) 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 ft or 5 meters, and electrical surges that damage the Covered Product’s circuitry.</p> <p>The total amount that HP will pay for replacements 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.</p> <p>Additional details and exclusions pertaining to the accidental damage from handling service feature are detailed in the “Service limitations” section.</p>
<p>Customer PC Software Image Re-installation</p>	<p>For eligible products, this service feature option allows the Customer to receive a PC software image reinstalled into the replacement product. If Customer PC Software Image Re-installation Service was purchased, the customers can get back up and running quickly with fully operational hardware and software.</p> <p>With this service feature, the Customer also gets quarterly proactive engagements from HP to validate any updates that the Customer PC Software Image Re-installation might have during the service contract. If the PC Software Image has been updated, HP will ask the Customer to send a copy and HP will secure it, test it, and have it ready for any future hardware exchange support event.</p> <p>Additional details and exclusions pertaining to the Customer PC Software Image Re-installation Service feature are detailed in following sections.</p>

Coverage

This service provides coverage for eligible HP branded PC hardware products and 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 product, such as mouse, keyboard, docking station, jacket, port replicator, and AC power adapter.

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.

The docking station or port replicator is covered within the country where the HP Care Pack was purchased, but is not covered outside the country of purchase.

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 attached HP branded peripherals 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.

Consumable items including, but not limited to, removable media, customer-replaceable batteries and tablet PC pens, maintenance kits, and other supplies, as well as user maintenance on HP devices, are not covered by this service.

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 to the Customer. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries, due to local support capabilities.

The Customer PC Software Image Re-installation Service feature covers images previously deployed by HP PC Image Load services as part of the HP Configuration Services portfolio.

HP Printer Care Pack sold during warranty. This Agreement begins on the start date of the hardware product warranty period and will terminate either upon completion of the specified number of years of service purchased; or, for services with page limits or other specified usage limits, it will terminate upon the earlier of: i) reaching the specified page or usage limit (or page count), or ii) completion of the specified number of years of service purchased. Page count is defined as the number of pages (printed or plain) that have passed through a printer's print engine and recorded on the test page.

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 to Alaska and Hawaii. Customers may check with a local HP authorized representative to determine whether their product or location is eligible for this service.

Prerequisites

The Customer must have rightfully acquired the license for any underlying firmware that will be covered under these services.

HP, at its sole discretion, may require an audit on the Covered Products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30 day timeframe. During the audit, key system configuration information is collected and an inventory of the Covered Products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. The hardware call-to-repair time commitment will not take effect until 5 business days after the audit has been completed. Until such time, service for the Covered Product will be delivered at a 4-hour onsite response time service level.

In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused 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.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorized service provider will: i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time and material rates.

If required by HP, the Customer or HP authorized representative must activate the hardware product to be supported within 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 that a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

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 replacement unless the Customer has purchased the System Image Re-installation Service feature from HP, which will be performed at HP before shipping the replacement unit to the customer site.
- 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 the Customer.
- 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 the Customer.

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
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair (CSR) parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

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 for the defective part or product, as determined by HP.

For Care Packs that include the Accidental Damage Protection service feature option:

- It is the Customer's responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair. HP reserves the right to deny repair under this coverage program for damages to systems on which the incident has been reported more than 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 and description of damage to the unit. Failure to provide this information will result in claim denial.
- If protective items such as covers, carrying cases, 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.

For Care Packs that include the Customer PC Software Image Re-installation Service feature option:

- The Customer must purchase HP PC Image Load services for each unit for the initial deployment of the Customer PC Software Image.
- HP will keep a copy of the Customer PC Software Image and HP will provide quarterly proactive engagements to validate any updates that the Customer PC Software Image might have during the service contract.
- If the PC Software Image has been updated, HP will ask the Customer to send a copy and HP will secure it, test it, and have it ready for any future hardware exchange support event.
- Customer is responsible to provide the most updated PC Software Image to HP via FTP, software media, etc.

Registration

End-user customer or HP authorized partner is responsible for registering the product to be supported within ten (10) days of purchase of the support service, using the registration instructions within each package, email, or as otherwise directed by HP. In the event a covered product changes location or the support service is transferred with the sale of a used product, registration (or a proper adjustment to existing HP registration) is to occur within ten days of purchase from previous owner, you may do this by sending an email to HP at SRG@HP.COM.

HP IS NOT OBLIGATED TO PROVIDE SUPPORT SERVICES IF CUSTOMER DOES NOT REGISTER PRODUCT AS STATED HEREIN.

Service limitations

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

Activities such as, but not limited to, the following 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
- Recovery and support of the operating system, other software, and data unless the Customer has purchased the Customer PC Software Image Re-installation Service feature from HP, which will be performed at HP before shipping the replacement unit to the Customer site
- 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 the failure of the Customer 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
- 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 Customer PC Software Image Re-installation Service feature option

- Customer PC Software Images not initially deployed by HP using PC Image Load Service will not be eligible for this service
- Re-installation of images not tested by HP
- Installation of any operating system, application, or user data not part of the original Customer PC Software Image deployed by HP or not part of the updated image provided by the Customer during the quarterly proactive engagements from HP

Exclusions to the Accidental Damage Protection service feature option

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. The ADP 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.

Except for products where such damage is specifically identified as being covered under the HP limited warranty, the HP limited warranty 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
- Vandalism, fire, a vehicular or homeowner's accident, act of God (such as flood, 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 bio-hazardous 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, 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 Care Pack; 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 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
- 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, 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
- 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, liquid spill)

Limitations to the Accidental Damage Protection 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 Care Pack agreement regarding claims for accidental damage from handling for such Covered Product, but all other aspects of the Care Pack 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 Protection service feature at its sole discretion.

State/Territory-Specific Terms and Conditions

The terms provided below are specific to Support Services purchased in certain states within the United States. If you are not a permanent resident of the state identified in each paragraph below at the time you purchase the Support Service, and if the Support Service is not provided to you in that state, then you are not eligible for the additional rights and/or remedies below. Any conflict between the terms of the state-specific terms and conditions listed below and the remainder of this Agreement will be governed by the applicable state-specific terms and conditions.

Alabama, Arkansas, California, Colorado, Hawaii, Maryland, Massachusetts, Minnesota, Missouri, New Jersey, New Mexico, New York, Nevada, South Carolina, Texas, Washington, and Wyoming

If you cancel this Agreement pursuant to termination and cancellation provisions, and we do not refund the purchase price to you within 30 days for California, New York, and Washington residents; within 45 days for Alabama, Arkansas, Colorado, Hawaii, Maryland, Massachusetts, Minnesota, Missouri, New Jersey, Nevada, South Carolina, Texas, and Wyoming residents; and within 60 days for New Mexico residents, we are required to pay you a penalty of 10% per month for the unpaid amount that is owed to you. Your right to cancel and receive this penalty payment as described in this paragraph only applies to the original purchaser of this Agreement and may not be transferred or assigned to any other person.

Agreements purchased before August 1, 2019 (OBLIGOR STATUS)

Delaware, District of Columbia, Hawaii, Indiana, Iowa, Louisiana, Mississippi, Montana, Nebraska, New York, Ohio, Oklahoma, Oregon, Puerto Rico, Rhode Island, South Dakota, Vermont

Our obligations under this agreement are covered by a reimbursement insurance policy provided by Illinois National Insurance Company, 500 W. Madison Street, 30th Floor, Chicago, IL 60601, or by phone 800-250-3819.

New York residents

Our obligations under this agreement are covered by a reimbursement insurance policy provided by New Hampshire Insurance Company, 175 Water Street, 18th Floor, New York, NY 10038, or by phone 800-250-3819.

Agreements purchased after August 1, 2019 (OBLIGOR STATUS)

Delaware, District of Columbia, Hawaii, Indiana, Iowa, Louisiana, Mississippi, Montana, Nebraska, New York, Ohio, Oklahoma, Oregon, Puerto Rico, Rhode Island, South Dakota, Vermont

Our obligations under this Agreement are covered by a reimbursement insurance policy provided

by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, or by phone 866-505-4048. If, within 60 days after You request performance or payment under the terms of this Agreement, we fail to perform or make payment, we are no longer a going concern, or you are otherwise dissatisfied, you may request such performance or payment directly from the insurance company.

Alabama Residents

If you cancel the Agreement pursuant to termination and cancellation provisions: (i) within 30 days of the date of purchase, but after a claim has been made, or (ii) after 30 days from date of original purchase, you will receive a refund of the unearned portion of the purchase price based on time expired, less a termination fee of \$25. If you cancel the Agreement pursuant to termination and cancellation provisions within 30 days of date of purchase, with no claim having been made, you will receive a full refund of the purchase price. Any refund due to you under this paragraph or termination and cancellation provisions may be credited to any outstanding balance of your account, and the excess, if any, shall be refunded to the original purchaser.

California Residents

You may terminate this Agreement by sending a written notice to HP Inc. at the address stated in termination and cancellation provisions. If the termination is within 30 days of receipt of the contract, you will receive a full refund provided no claims have been made. If any claims have been made, the refund will be less the amount of any claims paid or the cost of repairs made on your behalf. If the termination is after 30 days of receipt of the contract, you will receive a refund of the unearned portion of the purchase price based on time expired, less a cancellation charge of \$25 or 10% of the purchase price of the Agreement, whichever is less.

Notice: HP, Inc., is the Obligor for Accidental Damage service agreements sold in California under Service Contract Seller license number 2651.

Michigan Residents

If performance of the Support Services is interrupted because of a strike or work stoppage at our place of business, the effective period of this Agreement shall be extended for the period of the strike or work stoppage.

Nevada Residents

Once this HP Support Service Agreement has been in effect for at least 70 days, we may cancel this Agreement before the expiration of the agreed term only for one or more of the following reasons:

- a. You fail to pay an amount when due
- b. You are convicted of a crime that results in additional service under this Agreement
- c. We discover that you committed fraud or made a material misrepresentation in obtaining this Agreement or submitting a claim under this Agreement
- d. We discover that you engaged in an act or omission, or violated a condition of this Agreement, after the date of this Agreement which substantially and materially increases the services due under this Agreement
- e. A material change in the nature or extent of the required service or repair which occurs after the effective date of this Agreement and which causes the required services or repairs under this Agreement to be substantially and materially increased beyond those contemplated at the time this Agreement first took effect

If the original purchaser cancels this Agreement pursuant to termination and cancellation provisions: (i) within 30 days of the date of purchase, but after a claim has been made, or (ii) after 30 days from date of purchase, the original purchaser will receive a refund of the unearned portion of the purchase price based on time expired. If the original purchaser cancels the Agreement pursuant to termination and cancellation provisions within 30 days of date of purchase, with no claims having been made, the original purchaser will receive a full refund of the purchase price. Any refund due to the original purchaser under this paragraph or termination and cancellation provisions may be credited to any of the original purchaser's outstanding balances, and the excess, if any, shall be refunded to the original purchaser.

Any unresolved complaints concerning this Agreement may be addressed to: the Nevada Division of Insurance, or by phone 888-872-3234, or online at doi.nv.gov.

Nevada law shall govern the provisions of this contract. If this contract is issued in Nevada, only Nevada law, and not the laws of any other state, may govern its substantive provisions.

New Hampshire Residents

In the event you do not receive satisfaction under this Agreement, you may contact the New Hampshire Insurance Department, by mail at State of New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord NH 03301, or by phone, via Consumer Assistance, at 800-852-3416.

New Mexico Residents

Once this Agreement has been in effect for at least 70 days, we may cancel this Agreement before the expiration of the agreed term only for one or more of the following reasons:

- a. You fail to pay an amount when due;
- b. You are convicted of a crime that results in additional service under this Agreement;
- c. We discover that you committed fraud or made a material misrepresentation in obtaining this Agreement or submitting a claim under this Agreement;
- d. We discover that you engaged in an act or omission, or violated a condition of this Agreement, after the date of this Agreement which substantially and materially increases the Support Services due under this Agreement; or
- e. A material change in the nature or extent of the required Support Service or repair which occurs after the effective date of this Agreement and which causes the required Support Services or repairs under this Agreement to be substantially and materially increased beyond those contemplated at the time this Agreement first took effect.

Ohio Residents

If you purchased Accidental Damage Protection in connection with this Agreement, Our obligations are covered by a reimbursement insurance policy. If we fail to perform or make payment under the terms of this Agreement within 60 days after You request performance or payment, You may request such performance or payment directly from Wesco Insurance Company at 59 Maiden Lane, 43rd Floor, New York, NY 10038, or by phone 866-505-4048.

Oregon Residents

Any civil action brought in connection with this Agreement does not have to be brought in the courts of the State of California. In the event you do not receive satisfaction under this Agreement, you may contact the Oregon Insurance Division, by mail at Department of Consumer and Business Services, Insurance Division, 350 Winter Street NE, Salem OR 97301-3883, or by phone 888-877-4894.

HP Inc. is the Obligor for this service contract and is located at: 1501 Page Mill Road, Palo Alto, CA 94304. We can be reached at 1 (844) 732-9070.

South Carolina Residents

If you have any questions regarding this Agreement, or a complaint against the Provider, you may contact the South Carolina Department of Insurance, 1201 Main Street Suite 1000, Columbia, SC 29201 or P.O. Box 100105, Columbia, SC 29202-3105, or by phone 800-768-3467. This is not an insurance contract.

Tennessee Residents

The term of this Agreement shall be extended as follows: (1) the number of days you are deprived of the use of the product because the product is in repair; plus 2 additional workdays.

Texas Residents

Any unresolved complaints concerning this Agreement may be addressed to: Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, TX 78711-2157, or by phone 512-463-6599 or 800-803-9202 within Texas.

Notice: HP, Inc., is the Obligor for Accidental Damage service agreements sold in Texas under Service Contract Seller license number 373.

Wisconsin Residents

THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

If HP cancels your contract you will be provided notice at least 5 days prior to the cancellation date, this notice will include the date of cancellation and the reason. If your service contract is cancelled by HP for a reason other than non-payment, HP will refund 100 percent of the unearned pro rata fee, less any claims paid. HP may charge an administrative fee for cancellation which may not exceed 10 percent of the purchase price.

No deductible payment is required to receive service.

Wyoming Residents

The laws of the State of Wyoming will govern any disputes arising out of this Agreement and any civil action may be brought in the courts of the State of Wyoming.

Termination and Cancellation

You may terminate this Agreement by notifying us in writing : HP Inc., 1501 Page Mill Road, Palo Alto, CA 94304 within 30 days of purchase to receive a full refund, less any claims paid or the cost of repairs made on your behalf. After 30 days, you may terminate the Agreement by submitting a cancellation in writing to the above address. HP will provide a pro rata refund based on the time expired, less the cost of any claims paid or the cost of repairs made on your behalf. We may terminate at any time after the effective date of this Agreement if you fail to perform or observe any condition of this Agreement. Notice of our cancellation will be in writing and given at least 30 days prior to cancellation. If we cancel, you will receive a pro rata refund based on the time expired under the Agreement. Full refunds for prepaid Support Services are available from the place of purchase only if you cancel within 30 days of receipt of the Agreement and a claim has not been made under this Agreement. Varying cancellation and refund terms may apply to you; please see State-Specific Terms and Conditions on page 9.

Ordering information

All units and options with individually sold Care Pack must be ordered with the same service level as the product they are contained in if that service level is available for those units and options.

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 HP Hardware Support Onsite Service, contact a local HP sales representative.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit hp.com/go/cpc.



Learn more about HP Care Pack Services at hp.com/go/cpc

HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer 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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