



# Get back up and running fast

## HP Hardware Support Exchange Service

### Service feature highlights

- Convenient door-to-door Hardware Exchange service
- Lower-cost alternative to onsite repair
- Outbound and return freight costs paid by HP
- Remote problem diagnosis and technical support

### 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 refurbished.

The Service is not available to end users and is only available to customers purchasing a minimum quantity of 500 new devices.

### Specifications

**Table 1.** Service features

Feature	Delivery specifications
<b>Remote problem diagnosis and support</b>	Prior to scheduling a unit exchange, HP will provide 9 x 5 basic remote technical assistance with installation, product configuration, setup, and problem resolution.
<b>Hardware exchange</b>	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 refurbished. The replaced product or part must be returned within the specified timeframe and becomes the property of HP.
<b>Prepaid shipping label, materials, and instructions for defective unit return</b>	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.
<b>Next-business-day hardware exchange</b>	For calls received before 2:00 p.m. local time, HP standard business days, excluding HP holidays, HP will ship a replacement product or part to the Customer's site for delivery 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.

**Table 2.** Optional service features

Option	Delivery specifications
<b>Accidental damage protection</b>	For eligible products, specific service levels may be offered with the accidental damage protection service features. Where accidental damage applies, the Customer receives protection against accidental damage to the covered hardware product as part of this service. See “Service limitations” section for additional details. Check country availability.

## Coverage

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

- Consumables including, but not limited to, customer-replaceable batteries.
- Maintenance kits, carrying cases, and other supplies
- Non-HP devices
- Accessories purchased in addition to the base unit, such as cradles, docking stations, and port replicators

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

## Customer responsibilities

The Customer must register the covered hardware and HP Care Pack immediately, as set forth in the HP Care Pack support service agreement. The Customer will be required, upon HP request, 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 ship the defective product to HP within 3 business days of receipt of the replacement product and must retain proof of the return shipment to HP.

If the defective product is not received by HP within 10 business days of the Customer’s receipt of the replacement product, the Customer may be charged the replacement product’s list price.

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
- 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
- Maintain any applicable customer asset ownership records by updating the property ownership status changes when a product is exchanged
- Remove and retain asset tag or asset labels since HP will not retain labels if still present when the defective product is received by HP.

For 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 30 days of the incident date so that HP can expedite system repair.

## 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.

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
- 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 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

Geographic coverage may vary.

### **Exclusions to the accidental damage from protection service feature option**

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.

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, 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
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including biohazardous) 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 (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
- 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
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection HP 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
- Unexplained or mysterious disappearance and any willful act to cause damage to the covered product
- Reckless, negligent, or abusive conduct while handling or using 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 features. Reckless, negligent, or abusive conduct includes, but is not limited to, 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. Any damage resulting from such acts is NOT covered by this accidental damage protection service feature.

For HP commercial and consumer products, accidental damage from handling is limited to one incident 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 from handling service feature.

## 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 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: [hp.com/go/cpc](http://hp.com/go/cpc)

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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. The 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 an HP product.

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