

# HP Hardware Support Offsite Return Services

## HP Care Pack and Contractual Care Services



### 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 highlights

- Remote problem diagnosis and telephone support
- Repair at HP designated repair center (materials and parts included)
- Return shipment of functional unit back to your location
- Flexible shipment options to HP designated repair center
- Three business days standard turnaround time (may vary by geographic location)
- Standard business hours, standard business days coverage window

### Service overview

Hardware Support Offsite Return Services offer 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 multiple service levels with different 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.

### Features and specifications

#### Remote problem diagnosis and support

When experiencing a problem, you 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 you to provide relevant information, start diagnostic tools, and perform other supporting activities. HP will then work with you remotely to isolate the hardware problem.

#### Offsite support and materials

If HP determines that the problem cannot be resolved remotely, HP will direct you 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 covered 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.

In addition, HP may install commercially available engineering improvements on the covered hardware product to enable proper operation of the hardware product 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.

## Features and specifications (continued)

### Replacement parts and materials

Replaced parts become the property of HP. If you wish to retain, degauss, or otherwise physically destroy replaced parts, you will be billed and required to pay the list price for the replacement part.

Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. Parts and components that have reached their maximum supported lifetime and/or the maximum limit set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.

### Return shipment

An HP authorized courier will return the repaired or replaced product to your 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. You may request accelerated delivery at an additional charge.

### Shipment to the HP designated repair center

Depending on the purchased service level, HP offers different shipment options for delivering the defective product to the HP designated repair center:

- **Return to HP:** With this option, you are responsible for delivering the defective product to the HP designated repair center. You must ensure that the product is appropriately packaged for the chosen method of delivery. Delivery can be made in person or by a locally available commercial delivery service.
- **Pickup and Return:** An HP authorized courier will pick up the defective product at your location, if the pickup location is within the geographic location where the service will be provided, and deliver it to the HP designated repair center. It is your 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.

### 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

### Return to HP service

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 Return Service option, you assume responsibility for packaging and shipping or delivering the defective product to an HP designated repair center.

HP will return the repaired or replaced product to your site, if it is within the geographic location where the service is provided. Turnaround time for this service will be three 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 you. Turnaround time does not include the time required to return-ship the repaired or replaced product. You may request expedited return shipment for an additional charge, which will be billed to you.

You 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).

### Pickup and Return service

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 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 your 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 you. Turnaround time does not include the time required to return-ship the repaired or replaced product. You may request expedited return shipment for an additional charge, which will be billed to you.

You 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 (support times may vary by geographic location).

### Turnaround 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 returned to you. Received by HP means (depending on the shipment option used) either: (1) picked up at your site by an HP authorized courier or (2) received during HP business hours at the HP designated repair center, if delivered or shipped by you. Turnaround time does not include the time the repaired or replaced product is in transit back to you. 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.

Not all turnaround times are available in all geographic locations. Turnaround times may be longer outside metropolitan areas and in cases of intermittent failure, which may require additional repair time.

## Delivery specifications (continued)

### Optional service-level enhancement

For eligible products and geographic locations, this service may be purchased with a choice of turnaround time options:

- Two (2) business days
- Three (3) business days
- Five (5) business days
- Seven (7) business days

### Coverage window

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 (coverage may vary by geographic location).

### 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.

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.



## Delivery specifications (continued)

### Customer responsibilities

If specified customer responsibilities are not met, HP will (i) not be obligated to deliver the services as described, or (ii) perform such services at your expense at the prevailing time and material rates.

If required by HP, you or an HP authorized representative must register the hardware product to be supported within ten 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. If a covered product changes location, registration (or a proper adjustment to existing HP registration) must occur within ten days of the change.

Upon request, you must support HP's remote problem resolution efforts with the following actions:

- 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.

You 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 you to include a printout of any previously conducted self-test results together with the defective product.

It is your responsibility to 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.

### Accidental damage protection (optional feature)

For HP contractual services that include the accidental damage from handling service feature, it is your 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. If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, it is your responsibility to continually use these product accessories for protection against damage to the covered product.

## Delivery specifications (continued)

### 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 drive 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 data retentive components supplied by HP to you as loaner, rental, or lease products, you will promptly return the replacement components 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 components or products to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

## Service limitations

At HP's discretion, service will be provided using a combination of remote diagnosis and support, services delivered offsite, and other service delivery methods. These may include the delivery, via courier, of Customer Self Repair (CSR) parts or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely support and meet the Call-to-Repair time commitment, if applicable.

HP engineers its products to be customer repairable. CSR is a key component of HP warranty terms. It allows HP to ship replacement parts, such as a keyboard, a mouse, or other parts classified as CSR parts, directly to you once a failure has been confirmed. Parts are generally shipped overnight so they can be received as quickly as possible. You can then replace the parts at your convenience.

“Mandatory” CSR is part of the standard warranty associated with some products. CSR is optional for customers with an HP Care Pack or a contractual support agreement. “Optional” allows you to perform CSR or choose to have HP service personnel perform the replacement at no additional charge during the product service coverage period.

Care Pack and contractual support agreements that include “onsite” terms would result in CSR parts being shipped directly to you if you choose CSR, and conversely, an HP support representative would arrive onsite to perform the repair if you decide not to utilize CSR.

Care Pack and contractual support agreements that include “offsite” terms such as “Pickup and Return” or “Return to HP” would require you to deliver the product to an authorized HP repair location or ship the product to HP (at HP's discretion) if you decide not to utilize CSR.

## Service limitations (continued)

### Exclusions from Hardware Support Offsite Return Services

- Backup, recovery, and support of the operating system, other software, and data.
- Troubleshooting for interconnectivity or compatibility 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 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 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.

## Service limitations (continued)

- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the HP Care Pack.
- 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.
- 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.

### General provisions and other exclusions

Travel charges may apply; please consult your local HP office.

## Ordering information

To obtain further information or to order Hardware Support Offsite Return Services, contact a local HP sales representative.

## Terms and conditions

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

## For more information

Contact your local HP sales representative or channel partner for details or visit [hp.com/go/cpc](http://hp.com/go/cpc).

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



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