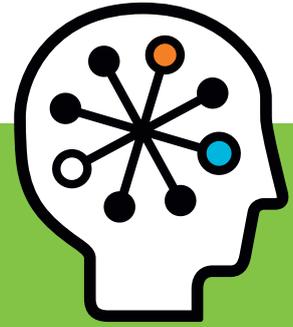




HP Hardware Support Offsite Return Services

HP Care Pack Services



HP 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 centre. The service includes offsite repair or replacement; materials and parts; labour; and the cost of the return shipment.

HP offers 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.

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 feature highlights

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

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	When experiencing a problem, the Customer 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 the Customer to provide relevant information, start diagnostic tools and perform other supporting activities at the request of HP. HP will then work with the Customer remotely to isolate the hardware problem.
Offsite support and materials	<p>If the problem, as determined by HP, cannot be resolved remotely, HP will direct the Customer 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 hardware product in 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 equivalent to new in performance. Replaced parts and products become the property of HP.</p> <p>In addition, HP may install available engineering improvements on the covered product to help the Customer ensure proper operation of the hardware products 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.</p>
Return shipment	An HP-authorized courier will return the repaired or replaced product to the Customer's 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. The Customer may request accelerated delivery at an additional charge.

Feature	Delivery specifications
Shipment to the HP-designated repair centre	<p>Depending on the purchased service level, HP offers different shipment options for delivering the defective product to the HP-designated repair centre:</p> <ul style="list-style-type: none"> • Delivery by the Customer: with this option, the Customer is responsible for delivering the defective product to the HP-designated repair centre. The Customer must ensure that the product is appropriately packaged for the chosen method of delivery. Delivery can be in person or by a locally available commercial delivery service. • Pickup by HP: An HP-authorized courier will pick up the defective product at the Customer's location, if it is within the geographic location where the service will be provided, and deliver it to the HP-designated repair centre. It is the Customer's responsibility to appropriately package and prepare the product for courier pickup. Service requests must be received before 12.00 local time to activate same-day pickup. All other service requests will be scheduled for next-business-day pickup.
Turnaround time	<p>Turnaround time for this service will be three HP business days for eligible locations, except in cases of intermittent failures and non-availability of parts, which may require additional repair 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 shipped back to the Customer. Received by HP means (depending on shipment option used) either:</p> <ul style="list-style-type: none"> • Picked up at the Customer's site by an HP authorized courier or • Received during HP business hours at the HP designated repair center, if delivered or shipped by the Customer. <p>Turnaround time does not include the time the repaired or replaced product is in transit back to the Customer. If the product is received at the HP-designated repair centre after 17.00 local time, the three-business-day turnaround time starts with the next business day.</p> <p>The three-business-day turnaround time is not available for all geographic locations and may be longer outside metropolitan areas.</p>
Coverage window	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely. The service is available from 08.00 to 17.00, Monday to Friday, excluding HP holidays (may vary by geographic location).</p>

Specifications
Table 2. Optional service features

Feature	Delivery specifications
Defective media retention	<p>For eligible products, this service feature option allows the Customer to retain defective hard disk drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk Drive") covered under this service. All Disk Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support, HP waives the right to take possession and title of a defective Disk Drive covered by the defective media retention service feature option in the event a replacement Disk Drive is provided by HP to the Customer. The Customer will retain all defective Disk Drives supported by HP under the HP support agreement.</p>
Accidental damage protection	<p>For eligible products, specific service levels may be offered with accidental damage protection. Where accidental damage protection applies, the Customer receives protection against accidental damage to the covered hardware product as part of this service.</p> <p>Accidental damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge. This includes damaged or broken liquid crystal displays (LCDs), or broken parts.</p> <p>Accidental damage protection does not cover theft, loss, fires, damage caused by a vehicle accident or act of God, normal wear, consumables, intentional acts of damage, or other exclusions, as detailed in the "Service limitations" section. Major parts replacement is subject to certain limitations as detailed in the "Service limitations" section.</p>

Specifications
Table 3. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
HP Return Service	<p>HP provides a return service that includes repair or replacement and return of the defective product, including all parts, labour and freight. By selecting the HP Return Service option, the Customer assumes responsibility for packaging and shipping or delivering the defective product to an HP-designated repair centre.</p> <p>HP will return the repaired or replaced product to the Customer's site if it is within the geographic location where the service is provided. Turnaround time for this service will be three 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 centre until the time the repaired or replaced product is ready to be returned to the Customer. Turnaround time does not include the time required to return-ship the repaired or replaced product. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer.</p> <p>The Customer may call the HP Customer Support Centre between 08.00 to 17.00 local time, Monday to Friday excluding HP holidays. Extended telephone support may be available for selected products (times may vary by geographic location).</p>

HP 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 days from the time the product is picked up at the Customer's 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 the Customer. Turnaround time does not include the time required to return-ship the repaired or replaced product. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer.

The Customer may call the HP Customer Support Centre between 08.00 to 17.00 local time, Monday to Friday excluding HP holidays. Service requests must be received before 12.00 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 (times may vary by geographic location).

Coverage

All standard accessories included with the HP base unit part number and all HP supplied internal components, such as HP Jetdirect cards, memory and CD-ROM drives are covered under this service. Not covered under this service are items such as, but not limited to:

- Consumables, including, but not limited to, batteries, projector bulbs and Tablet PC pens
- Maintenance kits and other supplies
- Non-HP devices
- Accessories purchased in addition to the base unit, such as docking stations and external monitors
- Any product previously repaired by an unauthorised technician or user

Customer responsibilities

If required by HP, the Customer or HP Authorized Representative must register the hardware product to be supported within ten (10) days of purchase of this service, using the registration instructions within the Care Pack or the e-mail document provided by HP, or as otherwise directed by HP. In the event a covered product changes location, registration (or a proper adjustment to existing HP registration) is to occur within ten days of the change.

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 is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as customer-replaceable parts and replacement units delivered to the Customer.

The Customer 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 centre. HP may require the Customer to include a print-out of any previously conducted self-test results together with the defective product.

It is the Customer's 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.

With the defective media retention service feature option, in addition to the above Customer responsibilities, Customer must:

- Remove all Disk Drives before the defective product is returned to an HP designated location for repair or replacement; HP is not responsible for data contained on Disk Drives
- Ensure that any Customer sensitive data on the retained Disk Drive is destroyed or remains secure
- Provide HP with identification information for each Disk Drive retained hereunder and execute and return to HP a document provided by HP acknowledging Customer's retention of the Disk Drives
- Destroy the retained Disk Drive and/or ensure that the Disk Drive is not put into use again
- Dispose of all retained Disk Drives in compliance with applicable environmental laws and regulations

For Disk Drives supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement Disk Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk Drive to HP.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered at an HP designated repair centre, and other service delivery methods. Other service delivery methods may include the delivery, through a courier, of customer-replaceable parts such as a keyboard, a mouse or an entire replacement unit.

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:

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

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk Drives diagnosed by HP as defective during the remote problem diagnosis. It does not apply to any exchange of Disk Drives that have not failed.

Failure rates on hard drives are constantly monitored, and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective hard 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 DRIVE RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN THE HP SINGLE ORDER TERMS FOR SUPPORT 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.

Exclusions to the accidental damage protection service feature option

Accidental damage protection does not cover the following:

- Damage caused by failure to adhere to manufacturer's recommended maintenance or operating specifications
- Damage due to war or nuclear incident, fire, terrorism, vehicle accident, or act of God, unauthorized attempts to repair the product, or use of damaged or defective media
- Data loss or corruption; business interruptions; obsolescence; cosmetic damage; rust; change in color, texture, or finish; wear and tear; gradual deterioration
- Error in product design, construction, programming, or instructions
- Fraud, theft, unexplained or mysterious disappearance, misuse, abuse, or willful act
- Alteration or modification of the product in any way

For HP business notebook products, major parts replacement is limited to three major parts per product per 12-month period commencing from the HP Care Pack start date; for all other products, major parts replacement is limited to one major part per product per 12-month period commencing from the HP Care Pack start date.

For accidental damage protection coverage, major parts include but are not limited to the screen (LCD), DVD/CD-ROM drive, motherboard, processor, hard disk drive, and memory. Once the specified limit is reached, the cost of repair for a major part will be charged on a time-and-materials basis.

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.

For more information

For more information on HP Services, contact any of our worldwide sales offices or resellers or visit our websites at:

www.hp.com/hps/support
www.hp.com/hps/carepack

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