

# HP Hardware Support Offsite

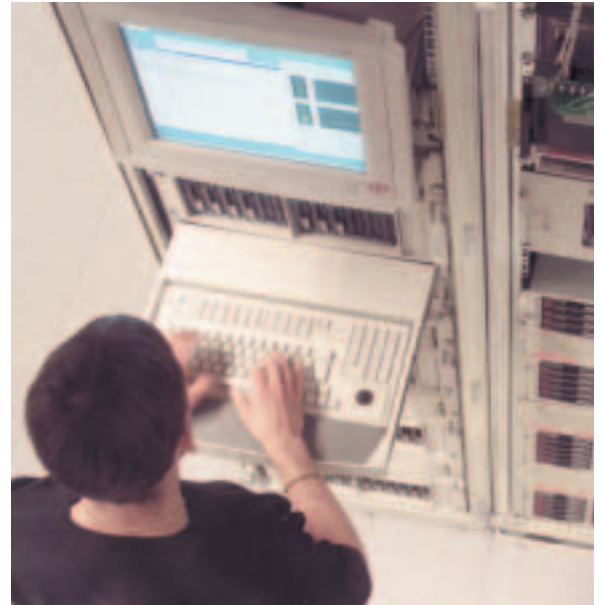
## Return Services

HP Customer Support Contractual Services



High-quality return-to-HP services with remote telephone support and offsite repair.

HP Hardware Support Offsite Return Services provides high-quality return-to-HP services with remote telephone support and offsite repair at an HP-designated repair centre for eligible products. The service includes repair or replacement, parts, labour and the cost of the return shipment.



HP offers a choice of turnaround times and shipment options to the HP-designated repair centre to meet your individual needs.

## Service benefits

This service provides the following benefits to your business:

- Flexible shipment options
- A choice of turnaround times
- Cost-efficient, reliable support for products used in non-critical business or home environments
- High-quality support backed by HP

## Service-feature highlights

- Remote problem diagnosis and technical telephone support
- Repair at HP-designated repair centre, materials and parts included
- Return shipment of functional unit back to your site
- Flexible shipment options to the HP-designated repair centre
- Flexible turnaround time options (for eligible products only)
- Standard coverage hours

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Remote problem diagnosis and support</b>	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.
<b>Repair, materials and parts</b>	<p>If the problem – in the judgement of HP – cannot be resolved remotely, an HP-authorized representative at an HP-designated repair centre will provide technical support on the failed hardware product once the hardware product has been received at the HP-designated repair centre. HP will provide all supported parts and materials necessary to return the failed product to operating condition. HP may, at its sole discretion, elect to replace such 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 system to enable 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 operational condition or to enable supportability of the covered equipment.</p>
<b>Return shipment</b>	An HP-authorized courier will return the repaired or replaced equipment to the customer's location (if within the geographic location where the service was provided). Return shipment will be by ground transportation and usually takes between 2 and 7 days. The customer may request accelerated delivery at an additional charge.
<b>Shipment to the HP-designated repair centre</b>	<p>HP offers two shipment options for delivering the failed unit to the HP-designated repair centre:</p> <ul style="list-style-type: none"><li>• <b>Delivery by customer (HP Return Service):</b> with this option, the customer is responsible for delivering or shipping the failed equipment 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 any locally available commercial delivery service.</li><li>• <b>Pickup by HP (HP Pickup and Return Service):</b> an HP-authorized courier will pick up the failed equipment at the customer's site (if within the geographic location where the service is provided) and deliver it to the HP-designated repair centre. It is the customer's responsibility to package and prepare the product appropriately for courier pickup. Service requests must be received before 12:00 pm local time to activate same-day pickup. All other calls will be scheduled for next-business-day pickup.</li></ul>

## Specifications

Table 1. Service features continued

Feature	Delivery specifications
<b>Turnaround time</b>	<p>Turnaround time is measured in elapsed days from the time the unit is picked up at the customer's site by an HP-authorized courier (or received during business hours at the HP repair centre if delivered or shipped by the customer) until the time the repaired product is ready to be returned to the customer's site. Turnaround time does not include the time required to return ship the repaired or replaced product to the customer. If the unit is received at the HP-designated repair centre after 5:00 pm, the turnaround time starts with the next business day.</p> <p>Turnaround time options are described in Table 4. 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.</p>
<b>Coverage window</b>	<p>The coverage window specifies the time during which services are available. HP Hardware Support Offsite Return Services as described above is delivered remotely and in the HP-designated repair centre during standard business hours on standard business days. Service is available between 8:00 am and 5:00 pm, Monday through Friday excluding HP holidays (may vary by geographic location).</p>
<b>Access to electronic support information and services</b>	<p>HP will provide access to hardware-related electronic and web-based tools and services, such as firmware updates and proactive notification services.</p> <p>As an HP Hardware Support contract holder, the customer has access to services freely available to all registered hardware support users, plus additional capabilities such as conducting web-based searches of technical support documents to facilitate problem-solving; accessing the passwords required to use certain HP proprietary diagnostic tools; and submitting and checking the status of hardware support service requests.</p>

## Specifications

Table 2. Optional service feature

Feature	Delivery specifications
<b>Defective material retention</b>	<p>There may be cases in which the customer does not want to relinquish a defective disk drive due to sensitive data contained on the disk.</p> <p>This service option, available for eligible products, waives the right of HP to maintain possession of a failed disk-drive component on which sensitive data is stored.</p>

## Specifications

Table 3. Service-level options\*

Option	Delivery specifications
<b>HP Return Service</b>	<p>HP provides a return service that includes repair or replacement and return of the failed unit, including all parts, labour and freight. By selecting the HP Return Service level option, the customer assumes responsibility for packaging and shipping or delivering the failed product to an HP-designated repair centre.</p> <p>HP will return the repaired or replaced product to the customer's site (if within the geographic location where the service is provided). Turnaround time for this service will be three (3) business days for eligible locations, except in cases of intermittent failure, which may require additional repair time. Turnaround time is measured in elapsed days from the time the product is received at an HP-designated repair centre 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.</p> <p>The customer may call the HP Customer Support Centre between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays. Extended telephone support may be available for selected products (times may vary by geographic location).</p>
<b>HP Pickup and Return Service</b>	<p>HP provides a door-to-door service that includes pickup, repair or replacement of the failed unit and return of the operational unit. Turnaround time for this service will be three (3) business days for eligible locations, except in case of intermittent failure, which may require additional repair time. Turnaround time is measured from the time the product is picked up at the customer's site (if 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.</p> <p>The customer may call the HP Customer Support Centre between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays. Service requests must be received before 12:00 pm 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).</p> <p>*Not all service-level options are available on all products.</p>

## Specifications

Table 4. Optional service-level enhancement

Enhancement	Delivery specifications
<b>Turnaround time</b>	<p>For eligible products and geographic locations, this service may be purchased with a choice of turnaround time options:</p> <ul style="list-style-type: none"><li>• Two (2) business days</li><li>• Five (5) business days</li><li>• Seven (7) business days</li></ul>

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, service delivered at the HP-designated repair centre or other service-delivery methods. Other service-delivery methods may include the shipment of customer-replaceable parts, such as a keyboard or mouse. HP will determine the appropriate delivery method required in order to provide effective and timely customer support.

Services such as, but not limited to, the following are excluded from this service:

- Recovery 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 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
- User preventative maintenance

Service requests in cases of intermittent failure may require additional repair time and, consequently, longer turnaround times.

Geographic coverage may vary.

## Customer responsibilities

The customer will be required, upon HP request, to support HP in resolving the problem remotely by:

- Providing all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Starting self-tests and installing and running other diagnostic tools and programs
- Installing customer-installable firmware updates and patches
- Performing other reasonable activities to help HP identify or resolve the problem

The customer is responsible for installing, in a timely manner, all critical customer-installable firmware updates and customer-replaceable parts and replacement units received from HP.

The customer must ensure that the failed 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 printout of results of any previously conducted self-test together with the failed product.

It is the customer's responsibility to:

- Maintain a backup copy of all software and data; HP recommends regular backups
- 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

# HP Hardware Support Offsite Return Services

HP offers flexible turnaround times and shipment options to meet your individual needs.

## Geographic coverage

Service will be provided in Europe, Middle-East and Africa (EMEA) and, within EMEA, only in countries where HP has a Support Responsible Office or an authorised support representative. Unless otherwise specified in the service description, service will be available during regular HP local business hours, Monday to Friday, subject to local variations, excluding public holidays, within the specified travel zones. If the product is located or is to be installed outside of the specified travel zone, service may be subject to additional support charges, longer response time and reduced coverage hours. Relocation of the product is the customer's responsibility and may result in additional support charges and modified service levels and response times.

Please consult with your local HP-authorized representative to determine if your location is eligible for this service.

## Ordering information

To order the HP Hardware Support Offsite Return Services, contact your local HP representative and reference the following product number:

- HA118AC

## For more information

For more information on HP Hardware Support Offsite Return Services, contact any of our worldwide sales offices or visit our website at [www.hp.com/hps/support](http://www.hp.com/hps/support)

© 2004 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. The Support Services described herein are governed by HP's Customer Support Services Agreement and appropriate Exhibits.

To learn more, visit [www.hp.com](http://www.hp.com)

5981-8504EEGB. January 2004

