

HP Hardware Support Exchange Service for Consumers



HP Care Pack Services

Service benefits

- Convenient door-to-door service
- Lower-cost alternative to onsite repair
- Freight costs paid by HP

Service feature highlights

- Remote problem diagnosis and technical telephone support
- Hardware exchange
- Prepaid shipping label, materials, and instructions for returning the defective product
- Standard coverage window
- Accidental damage from handling (optional service for select products)

- Overview

HP Hardware Support Exchange Service offers a reliable and fast exchange service for eligible HP products. Specifically targeted to products that can easily be shipped and on which customers may easily restore data from their backup files, HP Exchange Service is a cost-efficient option to quickly get back up and running.

HP Hardware Support Exchange Service provides a replacement product or part to be delivered to your location. Replacement products are new or functionally equivalent to new in performance.

Specifications

Table 1. Reactive 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 scheduling a unit exchange, HP may ask the Customer to provide relevant information, start diagnostic tools, and perform other supporting activities, at the request of HP.
Hardware exchange	If, in the judgment of HP, 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, but may have minor cosmetic defects. The replaced product or part must be returned within the specified timeframe and becomes the property of HP.
Prepaid shipping label, materials, and instructions for defective unit return	HP will ship the replacement product in 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 replacement product's shipping container. The location from which the defective product is returned must not require the defective product to ship through international customs. At HP's discretion, HP may elect to collect failed product at your location (may vary by geographic location).
Coverage window	The coverage window specifies the time during which the described services are delivered. Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday to Friday excluding HP holidays. Service requests received after 2:00 p.m. or outside the coverage window will be logged the next business day. Extended telephone support may be available for select products. Coverage windows may vary by geographic location. Contact a local HP sales office for detailed information on availability.

Table 2. Service-level options

Option	Delivery specifications
Next-business-day hardware exchange	<p>For calls received before 2:00 p.m. local 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 after the service request has been logged. 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.</p> <p>A replacement product will be delivered by 10:30 a.m. local time in most areas.</p> <p>Delivery time may vary based on geographic location.</p> <p>The replacement product or part is shipped via a carrier or courier to the Customer's location free of freight charges. The Customer's requested ship-to location must not require HP to ship the replacement product or part through international customs.</p>
Standard hardware exchange	<p>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.</p> <p>The replacement product or part is shipped via a carrier or courier to the Customer's location free of freight charges. The Customer's requested ship-to location must not require HP to ship the replacement product or part through international customs.</p>

Table 3. Optional service features

Feature	Delivery specifications
Accidental damage from handling	<p>For eligible products, specific service levels may be offered with accidental damage from handling. Where accidental damage from handling 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 surges. This includes damaged or broken liquid crystal displays (LCDs), or broken parts.</p> <p>Accidental damage from handling 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>

Coverage

This service provides coverage for all standard accessories included with the HP base product part number and all HP-supplied internal components (such as HP Jetdirect cards, memory, and CD-ROM drives).

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

- Consumables, including, but not limited to, customer-replaceable batteries and tablet PC pens
- 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 authorised representative 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.

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
- Perform other reasonable activities to help HP identify or resolve problems, as requested 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.

At the time of the service request, the Customer must provide a credit card number or purchase order number to HP.

The Customer must ship the defective product or parts to HP within 3 business days of receipt of the replacement product/parts and must obtain a prepaid insurance receipt, to be retained by the Customer as proof of shipment to HP. If the defective product or part is not received by HP within 10 business days of the Customer's receipt of the replacement product, the Customer will be charged the replacement product's list price. At HP's discretion, HP may elect to collect failed product at the Customer's location (may vary by geographic location). For certain geographies, HP may request that the customer deliver the defective product to an environmentally friendly collection center.

Replacement products may be delivered to and defective products will be picked up from the Customer's reception desk or goods reception area if the specified Customer address is a business address. The Customer must acknowledge the receipt of the replacement product by signing the freight carrier air bill at the time of delivery.

The location from which the defective product is returned must not require the defective product to ship through international customs.

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

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

The Customer is responsible for registering 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.

For Care Pack services that include the accidental damage from handling 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. Should the Customer fail to report the damage within that time frame or consistently return damaged systems in large batches well after the accidental damage incidents have taken place, HP cannot guarantee timely repairs due to limited parts availability after systems go out of production and/or depot repair resource scheduling. HP reserves the right to deny repair for systems under this coverage program for damages on which the incident has been reported after 30 days from the incident date.

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, other parts classified as Customer Self Repair parts or an entire replacement product. 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
- Backup and 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 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 HP's opinion, are required due to improper treatment or use of the products or equipment
- Services that, in the opinion of HP, are required due to unauthorised 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 accidental damage from handling service feature option

Accidental damage from handling 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, unauthorised 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
- Accidental or other damage to the system that is cosmetic, meaning damage that does not impact the operation and functioning of the computer. However, as an exception, HP will repair accidental damage of a cosmetic nature, such as a crack or hole in the outer case of the computer that fully penetrates the plastic/outer case. This coverage program will not repair other cosmetic damage that does not fully penetrate the outer case of the computer such as a scratch, dent, or other blemish.

For HP consumer desktop, consumer notebook, printing and imaging products, accidental damage protection coverage is limited to one claim per product per 12-month period commencing from the Care Pack start date.

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 our website: hp.com/go/getconnected

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