

HP Hardware Support Exchange Service

HP Customer Support Contractual Services



A reliable and fast hardware-exchange service that is a cost-efficient and convenient alternative to onsite repair.

HP offers a reliable and fast hardware-exchange service for eligible HP products. HP Hardware Support Exchange Service is a cost-efficient and convenient alternative to onsite repair, especially for products that do not carry customer data or in cases where customers may easily restore their data from backup files.



HP Hardware Support Exchange Service provides a replacement product. The replacement product is shipped free of delivery charges via a premium airfreight carrier or courier to your location.

Service benefits

This service provides:

- The convenience of door-to-door service
- A lower-cost alternative to onsite support

- Flexible solutions for returning the defective unit to HP – convenient pickup by HP or return shipment using prepaid shipping labels and materials provided by HP
- Fast and flexible response times

Service-feature highlights

- Remote problem diagnosis and technical telephone support
- Hardware exchange
- Choice of return options
- Choice of response times
- Flexible coverage hours
- Access to electronic support information and services

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 HP 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	<p>If, in the judgement of HP, the problem cannot be resolved remotely, HP will replace the failed product with a product that is new or equivalent to new in performance, but may have minor cosmetics defects. The replaced product becomes the property of HP.</p> <p>The replacement unit is shipped via a carrier or courier to the customer's location free of delivery charges. The customer's requested ship-to location must not require HP to ship the replacement product through international customs.</p>
Return of the defective product to HP	<p>HP offers two options for returning the failed unit to HP:</p> <ul style="list-style-type: none">• Customer delivers: with this option the customer is responsible for returning the failed equipment to HP within the time specified below (see "Customer responsibilities") using packaging instructions, materials and a prepaid shipping label provided by HP with the replacement product.• Pickup by HP: at the discretion of HP, an HP-authorized courier will pick up the failed product at the customer's site either at the time of delivery of the replacement product or within the following 10 business days. It is the customer's responsibility to package and prepare the product appropriately for courier pickup.
Response times	<p>The response time specifies the time that begins when the initial service request is received and logged with HP and ends when the replacement unit arrives at the customer's site, if this time falls within the specified coverage window.</p> <p>The following response times for exchange service are available for eligible products and locations:</p> <ul style="list-style-type: none">• Next-business-day response: after the request has been logged, HP will ship the replacement unit to the customer's site for delivery on the next business day for which there exists a coverage window.• 4-hour response (for eligible products and locations only): after the request has been logged, HP will ship the replacement unit for delivery to the customer's site within 4 hours after the service request has been logged, if this time falls within the specified coverage window.

Specifications

Table 1. Service features continued

Feature	Delivery specifications
Coverage window	<p>The coverage window specifies the time during which replacement products are delivered and remote diagnosis and support services are available. Service requests received outside this window will be logged the next day for which there exists a coverage window.</p> <p>The following coverage windows are available for eligible products:</p> <ul style="list-style-type: none">• Standard business hours, standard business days: service is available within standard business hours, Monday to Friday excluding HP holidays.• 24 x 7 (for eligible products only): service is available 24 hours a day, Monday to Sunday, including HP holidays. <p>All coverage windows are subject to local availability. Check with the local HP office for detailed information on available coverage windows.</p>
Access to electronic support information and services	<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. Service-level options

Option	Delivery specifications
Next-day exchange	<p>HP provides an exchange service that includes packaging instructions, materials and a prepaid shipping label for the return of the failed product.</p> <p>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 and for which there exists a coverage window.</p> <p>The customer may call the HP Customer Support Centre within standard business hours, Monday to Friday, excluding HP holidays. Calls must be received before 2:00 pm local time to activate an exchange service with next-business-day delivery for eligible geographic locations. This service provides a replacement unit by 10:30 am local time the following business day in most areas. Delivery time may vary based on geographic location.</p>
4-hour exchange, standard business hours (for eligible products only)	<p>HP provides an exchange service that includes packaging instructions, materials and a prepaid shipping label for the return of the failed product.</p> <p>HP will ship a replacement product to the customer's site for delivery within 4 hours after the service request has been logged. The 4-hour response time is measured during the coverage window only. For calls received after 1:00 pm local time, the response time may be carried over to the next covered business day.</p> <p>The customer may call the HP Customer Support Centre within standard business hours, Monday to Friday, excluding HP holidays. Calls must be received before 1:00 pm local time to activate an exchange service with 4-hour delivery for eligible geographic locations.</p>
4-hour exchange, 24 x 7 (for eligible products only)	<p>HP provides an exchange service that includes packaging instructions, materials and a prepaid shipping label for the return of the failed product.</p> <p>HP will ship a replacement product to the customer's site for delivery within 4 hours after the service request has been logged. The customer may call the HP Customer Support Centre any time and day of the year.</p>

Specifications

Table 3. Optional service-level enhancements

Enhancement	Delivery specifications
Pickup by HP (eligible products)	For eligible products and locations – and at the discretion of HP – an HP-authorized courier will pick up the failed equipment from the customer's site either at the time of delivery of the replacement product or within the following 10 business days.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, shipment of a permanent replacement product, or other service-delivery methods. Other service-delivery methods may include the overnight 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:

- Diagnosis or maintenance at the customer site (if onsite diagnosis or maintenance is required, the customer will be billed at standard HP service rates)
- Setup and installation of the replacement product at the customer site
- 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
- User preventative maintenance

The customer's requested ship-to or pickup location must not require HP to ship replacement or replaced products through international customs.

Geographic coverage may vary.

A replacement product will be shipped free of delivery charges via a premium airfreight carrier or courier to your location.

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

For selected products, the customer must inform HP of all configuration requirements for the replacement product prior to commencement of service and document such configuration requirements on each service-request order form.

At the time of the service request, the customer must provide a credit-card or purchase-order number to HP. If the "Pickup by HP" option has not been chosen, the customer must ship the failed product to HP within 3 business days of receipt of the replacement product and obtain a prepaid insurance receipt to be retained by the customer as proof of shipment to HP. If the failed product is not received by HP within 10 business days of the customer's receipt of the replacement product, the customer will be charged the product's list price.

Replacement units will usually be delivered to and failed products will be picked up at 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 customer is responsible for installing, in a timely manner, all critical customer-installable firmware updates, customer-replaceable parts and replacement units received from HP.

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 repair or replacement
- Install the user application software and ensure that all software is appropriately licensed

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 standard 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.

HP Hardware Support Exchange Service

Enjoy the convenience of door-to-door service
and fast response times.

Ordering information

Availability of service features and service levels may vary according to local resources. To obtain further information or to order HP Hardware Support Exchange Service, contact your local HP representative.

For more information

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

www.hp.com/hps/support

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