



# HP Hardware Support Offsite Return Services for Consumers

## HP Care Pack 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 feature highlights

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

### Service overview

HP Hardware Support Offsite Return Services for Consumers 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 multiple service levels with different shipment options to the HP designated repair centre, as detailed below.

Some service levels are also available with optional service features, such as accidental damage protection.

### 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>Offsite support and materials</b>        | <p>If HP determines that the problem cannot be resolved remotely, HP will direct the Customer to return the defective hardware product to an HP designated repair centre, where HP will provide technical support. HP will provide HP-supported parts and materials necessary to return the 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. Replaced parts and products become the property of HP.</p> <p>In addition, HP may install commercially available engineering improvements on the covered hardware product 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 operating condition or to maintain supportability by HP.</p> |
| <b>Return shipment</b>                      | An HP authorised 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 (3) and seven (7) business days. The Customer may request accelerated delivery at an additional charge.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

**Table 1.** Service features, continued

|                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Shipment to the HP designated repair centre</b> | <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"> <li>• <b>Delivery by the Customer:</b> 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.</li> <li>• <b>Pickup by HP:</b> An HP authorised courier will pick up the defective product at the Customer's location, if the pickup location 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 p.m. local time to activate same-day pickup. All other service requests will be scheduled for next-business-day pickup.</li> </ul> |
| <b>Turnaround time</b>                             | <p>Turnaround time for this service will be three (3) 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: (1) picked up at the Customer's site by an HP authorised courier or (2) received during HP business hours at the HP designated repair centre, if delivered or shipped by the Customer. Turnaround time does not include the time the repaired or replaced product is in transit back to the Customer. If the defective product is received at the HP designated repair centre after 5:00 p.m. 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 in all geographic locations and may be longer outside metropolitan areas.</p> |
| <b>Coverage window</b>                             | <p>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 (may vary by geographic location).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

**Table 2.** Optional service features

| <b>Feature</b>                      | <b>Delivery specifications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Accidental damage protection</b> | <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) and 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> |

**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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>HP Return Service</b>            | <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 (3) 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 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 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).</p> |
| <b>HP Pickup and Return Service</b> | <p>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 (3) 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 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.</p> <p>The Customer may call the HP Customer Support Centre 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 (times may vary by geographic location).</p>                                                                                                                         |

## 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.

Additionally, external accessories limited to the HP branded mouse, keyboard and AC power included with the main product or purchased together with main product are covered.

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
- Any product previously repaired by an unauthorised technician or user

## Customer responsibilities

In cases where the Customer does not act upon the Customer responsibilities as stated below, HP or an HP authorised service provider will not be obligated to deliver the services as described.

The Customer or HP Authorised Representative must register the hardware product to be supported within 10 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. In the event that a covered product changes location, registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

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

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 printout 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.

## Service limitations

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 unauthorised 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 to the accidental damage from handling service feature option**

Eligibility for purchase of the accidental damage from handling service feature requires the product to be covered by a factory warranty or a warranty extension service with a coverage duration equal to or longer than the accidental damage protection service. The accidental damage from handling service feature provides protection for operational or mechanical failure caused by an accident from handling that occurs in the course of the normal intended use of the product. It does not cover the following situations and damage due to:

- Normal wear and tear; change in colour, texture or finish; gradual deterioration; rust; dust; or corrosion
- Fire, a vehicular or homeowner's accident, an act of nature (natural disasters such as flooding) 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 biohazardous) materials, biological fluids, operator negligence, misuse, mishandling, improper electrical power supply, unauthorised repairs or attempts to repair, improper and unauthorised 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, 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 the Customer's 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 computer
- 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 product(s) 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 the Customer's 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 re-installation of any software or data; or use of damaged or defective media
- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the HP Care Pack service
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection HP 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
- Unexplained or mysterious disappearance and any wilful act to cause damage to the covered product

Reckless, negligent, abusive, wilful or intentional conduct while handling or using the product. If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service. Reckless, negligent, abusive, wilful or intentional conduct includes, but is not limited to, the treatment and use of the covered product(s) in a harmful, injurious or offensive manner that may result in its damage, and any wilful or intentional damage to the product. Any damage resulting from such acts is NOT covered by this accidental damage from handling service feature.

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