

HP Hardware Support Next Day Exchange Service

HP Care Pack Services



HP Hardware Support Next Day Exchange Service offers a reliable and fast exchange service for eligible HP products. Specifically targeted at products that can easily be shipped and on which customers may easily restore data from their backup files, HP Next Day Exchange Service is a cost-efficient, yet still convenient, alternative to onsite support.

HP Hardware Support Next Day Exchange Service provides a replacement product or part to be shipped free of freight charges to your location within the next business day. Replacement products or parts are new or equivalent to new in performance.

Service benefits

- Convenient door-to-door service
- Lower-cost alternative to onsite repair
- Return shipment prepaid by HP

Service feature highlights

- Remote problem diagnosis and technical telephone support
- Next-business-day hardware exchange
- Collection of defective unit
- Standard coverage window
- 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 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.
Next-business-day hardware exchange	<p>If, in the judgement 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, free of major cosmetic defects.</p> <p>For calls received before 14.00 local time on HP standard business days, excluding HP holidays, the replacement product will be shipped the next business day after the service request has been logged. Service requests received after 14.00 local time or outside the coverage window will be logged the next business day and serviced within the following business day.</p> <p>Some remote territories are not covered by the next business day service level. A two to three business day turnaround time service is offered in place of next day. 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>
Collection of defective unit	The replaced product becomes the property of HP and will be collected by HP at the Customer's location. HP will collect the defective unit either at time of delivering the exchange unit or at a later date to be agreed with the Customer.
Coverage window	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely.</p> <p>Service requests received outside this coverage window will be logged the next day for which the Customer has a service coverage window.</p> <p>Coverage window options available for eligible products are specified in the service-level options table.</p> <p>All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Access to electronic support information and services	<p>As part of this service, for select product, HP provides access to certain commercially available electronic and support information and web-based tools. The Customer has access to:</p> <ul style="list-style-type: none">• Certain capabilities that are made available to registered users, such as downloading selected HP software and firmware patches; subscribing to hardware-related proactive service notifications; and participating in support forums for solving problems and sharing best practices with other registered users.• Expanded web-based searches of technical support documents, to facilitate faster problem-solving.• Certain HP proprietary service diagnostic tools with password access.• Support Case Manager, a tool for submitting questions directly to the HP Solution Center. Support Case Manager helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the engineer qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.• "HP Live" functionality for communicating directly with an online HP support engineer during standard HP business hours, hours (08.00 to 17.00 local time), Monday to Friday, excluding HP holidays. Through sharing browser content, the HP support engineer will help the Customer to navigate to the appropriate online content that may help resolve the problem. This real-time online help can be accessed via the "HP Live" button on selected website.• Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums.

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 applicable, the Customer must register the covered hardware and HP Care Pack immediately, as set forth in the HP Care Pack support service agreement.

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

For selected 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.

Replacement products will usually be delivered to and defective products will be picked up from the Customer's location (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 with a signature.

It is the Customer's responsibility to:

- Maintain a current backup copy of the operating system, development programme and all other applicable software programmes 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-replaceable parts and replacement units 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.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support; shipment of a replacement product; or other service-delivery methods. Other service-delivery methods may include the shipment of customer-replaceable parts, such as a keyboard, mouse or other parts classified as Customer Self Repair parts. HP will determine the appropriate delivery method required in order 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
- Recovery and support 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 the opinion of HP, are required due to improper treatment or use of the product
- 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 preventative maintenance

The Customer's requested ship-to or pick-up location must not require HP to ship replacement or replaced products or parts through international customs.

Geographic coverage may vary.

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