

# HP Hardware Support Offsite Return Services

## HP Care Pack Services



HP Hardware Support Offsite Return Services 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 two return service levels that feature different shipment options to the HP-designated repair centre, as detailed below.

### **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 HP-designated repair centre (materials included)
- Return shipment of functional unit back to your location
- Flexible shipment options to the HP-designated repair centre
- Five business days standard turnaround time (may vary by geographic location)
- Standard coverage window

## 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 the problem, as determined by 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 HP-supported parts and materials necessary to maintain the covered hardware product in 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 product to help the Customer ensure 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-authorized 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 and seven business days. The Customer may request accelerated delivery at an additional charge.
<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>• Delivery by the Customer: 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>• Pickup by HP: An HP-authorized courier will pick up the defective product at the Customer's location, if it 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 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 five 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 days from the time the product is picked up at the Customer's site by an HP-authorized courier or is received during HP business hours at the HP-designated repair centre, if delivered or shipped by the Customer, until the repaired product is ready to be shipped 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 product is received at the HP-designated repair centre after 17.00 local time, the five-business-day turnaround time starts with the next business day.</p> <p>The five-business-day turnaround time is not available for all geographic locations and may be longer outside metropolitan areas.</p>
<b>Coverage window</b>	The HP Hardware Support Offsite Services, as described above, are delivered remotely and at HP-designated repair centres during standard business hours on standard business days. The service is available from 08.00 to 17.00, Monday to Friday, excluding HP holidays (may vary by geographic location).

## Specifications

Table 2. 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 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 five 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 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 08.00 to 17.00 local time, Monday to 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 five HP business days for eligible locations, except in cases of intermittent failures, which may require additional repair time. Turnaround time is measured in elapsed 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 08.00 to 17.00 local time, Monday to Friday excluding HP holidays. Service requests must be received before 12.00 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. 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

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 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 print-out of any previously conducted self-test results together with the defective product.

## Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered at an HP-designated repair centre, 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 or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

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

- 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 preventative maintenance

## 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](http://www.hp.com/hps/support)

[www.hp.com/hps/carepack](http://www.hp.com/hps/carepack)

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