

HP Hardware Support Offsite

Technical data

Pickup & Return Service With Accidental Damage Protection

HP Care Pack



High-quality return-to-HP services with remote telephone support and offsite repair.



HP's Hardware Support Offsite offers high quality door-to-door service for eligible HP products. The service includes telephone support, pick-up, repair or replacement of the failed unit at an HP authorised Repair Centre, return of the operational unit with a three full business day turn-around time and all parts, labour as well as the cost of the pick-up and return shipment.

In addition the accidental damage protection will help you to avoid unexpected repair or replacement costs caused by accidents that may occur during normal operation of your mobile devices.

Service benefits

This service provides:

- Ensures against unexpected out-of-pocket repair costs when you accidentally damage your mobile device. Accidental damage is not covered by warranty or other HP Care Pack services
- Pickup and return service coverage
- Cost efficient, reliable support for products used in non-critical business or home environments
- High quality support backed by HP

Service feature highlights

- Remote problem diagnosis and technical telephone and support
- Repair at HP designated repair centre, materials and parts included
- Return shipment of functional unit back to your site
- Pickup by HP
- Three full business days turn around time
- Standard coverage hours

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 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.
Repair, materials and parts	If the problem in the judgment of HP cannot be resolved remotely, an HP authorised 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 all supported parts and materials necessary to return the failed product to 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. In addition, HP may install available engineering improvements on the covered system 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 operational condition or to enable supportability of the covered equipment.
HP Pickup and Return Service	HP provides a door-to-door service that includes pickup, repair or replacement of the failed unit, and return of the operational unit. Turn-around time for this service will be three (3) full business days for eligible locations, except in case of intermittent failure, which may require additional repair time. Turn-around time is measured in elapsed days from the time the product is received at an HP designated repair centre until the time the repaired product is ready to be returned to the Customer. Turn around 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. The Customer may call the HP Customer Support Centre between 8:30 am and 5:30 pm local time, Monday through Friday excluding HP holidays. All calls will be scheduled for next-business-day pickup. Extended telephone support may be available for selected products (times may vary by geographic location).
Return shipment	An HP authorised courier will return the repaired or replaced equipment to the Customer's location (if within the geographic location where the service was provided). Return shipment will be by ground transportation and usually takes between 3 and 7 days. The Customer may request accelerated delivery at an additional charge.
Turn-around time	Turn-around-time for this service will be three (3) HP full business from the time the unit is received during business hours at the HP designated repair centre until the time the repaired product is ready to be returned to the Customer's site. Turn-around time does not include the time required to return ship the repaired or replaced product to the Customer. If the unit is received at the HP designated repair centre after 5:30 pm, the turn-around time starts with the next business day. Not all turn-around times are available in all geographic locations. Turn-around times may be longer outside metropolitan areas and in cases of intermittent failure, which may require additional repair time.
Coverage window	The coverage window specifies the time during which services are available. HP Hardware Support Offsite Return Services as described above is delivered remotely and in the HP designated repair centre during standard business hours on standard business days. Service is available between 8:30 am and 5:30 pm, Monday through Friday excluding HP holidays (may vary by geographic location).
Accidental damage protection	You receive protection against accidental damage to your supported hardware product as part of this service. Accidental Damage is applicable ONLY in the country where the HP Care Pack is purchased. Accidental Damage is defined as physical damage to a Product caused by or resulting from a fortuitous incident. Covered perils include fire; non-intentional liquid spills in or on the unit, drops, falls, collisions, and electrical surge. This includes damaged or broken LCD, or broken parts. Accidental Damage does NOT COVER theft, loss, normal wear, consumables, and intentional acts of damage or exclusions as detailed in the "SERVICE LIMITATIONS" section below. Major parts replacement as detailed in the "SERVICE LIMITATIONS" section below is limited to one each per year. The unit may have to be repaired or replaced at an HP authorised location, as not all replacement parts may be available locally

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, service delivered at the HP designated repair centre, or other service delivery methods. Other service delivery methods may include the 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:

- 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 Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- User preventive maintenance

Services requests in cases of intermittent failure may require additional repair time and, consequently, longer turn-around times.

Geographic coverage may vary.

Accidental damage protection does not provide coverage:

- Damage caused by failure to provide manufacturer's recommended maintenance or operating specifications;
- Damage due to war or nuclear incident, terrorism, unauthorised attempts to repair equipment, use of damaged or defective media;
- Data, business interruptions, obsolescence, cosmetic damage, rust, change in color, texture or finish, wear and tear, gradual deterioration;
- Error in design, construction, machine programming or instructions to the machine;
- Fraud, theft, unexplained or mysterious disappearance, misuse, abuse or willful act;
- Alteration or modification of the Product in any way;

Major parts replacement is limited to one each per year. For accidental damage protection coverage, major parts include but are not limited to the screen (LCD), DVD/CD ROM, motherboard, processor, hard disk drive, and memory. The cost to repair a major part after the limit of one event per year has been reached will be charged on a time and material basis.

Geographic coverage

Service is limited to Australia and New Zealand and delivered within the country of purchase. Please check with your local HP authorised representative if your location is eligible for this service.

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-ROMs are covered.

Items such as, but not limited to, the following are NOT covered under this service:

- Consumables, including, but not limited to, batteries and Tablet PC pens unless stated otherwise,
 - Maintenance kits and other supplies, Non-HP devices,
 - Accessories purchased in addition to the base unit.
 - Any product previously repaired by an unauthorised technician or user are NOT covered under this service.
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Customer responsibilities

If applicable the customer **must register the covered hardware and HP Care Pack** as set forth in the HP Care Pack support service agreement.

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

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 failed 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 results of any previously conducted self-test together with the failed product .

It is the Customer's responsibility to:

- De-install all add-ons and or accessories from the base unit before returning to HP for Accidental Damage repair.
- Maintain a backup copy of all software and data; HP recommends regular backups
- 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

For more information

For more information contact any of our worldwide sales offices or resellers or visit our worldwide Web site on the internet at: **<http://www.hp.com/hps/support>**

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