A reliable, 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 contain Customer data or in cases where Customers may easily restore their data from backup files.

HP Exchange Service provides a replacement product. The replacement product is shipped free of freight charges via 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
- A choice of method 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**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote problem diagnosis and support</td>
<td>When experiencing a hardware 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.</td>
</tr>
<tr>
<td>Hardware exchange</td>
<td>If, in the judgment of HP, the problem cannot be resolved remotely, HP will replace the failed hardware parts with a hardware part that is new or equivalent to new in performance, but may have minor cosmetics defects. The replaced hardware part becomes the property of HP. The replacement unit 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 replacement product through international customs.</td>
</tr>
<tr>
<td>Return of the defective product to HP</td>
<td>HP offers two options for returning the failed unit to HP:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Customer delivers:</strong> With this option the Customer is responsible for returning the failed hardware part to HP within the time specified below (see &quot;Customer responsibilities&quot;), using packaging instructions, materials, and a prepaid shipping label provided by HP with the replacement hardware part.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Pickup by HP:</strong> At the discretion of HP, an HP authorized courier will pick up the failed hardware part at the Customer's site either at the time of delivery of the replacement hardware part or within the following 10 business days. It is the Customer’s responsibility to package and prepare the hardware part appropriately for courier pickup.</td>
</tr>
<tr>
<td>Response times</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>The following response times for exchange service are available for eligible products and locations:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Next-business-day response:</strong> 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.</td>
</tr>
<tr>
<td></td>
<td>• <strong>4-hour response (for eligible products and locations only):</strong> 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.</td>
</tr>
</tbody>
</table>

---

HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of Sale and Service, HP Business Terms or HP Global Agreement.
## Specifications

### Table 1. Service features, continued

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Coverage window</strong></td>
<td>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. The following coverage windows are available for eligible products:</td>
</tr>
<tr>
<td></td>
<td><strong>• Standard business hours, standard business days</strong>: Service is available between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays. <strong>• 24 x 7 (for eligible products only)</strong>: Service is available 24 hours a day, Monday through Sunday including HP holidays.</td>
</tr>
<tr>
<td></td>
<td>All coverage windows are subject to local availability. Check with the local HP office for detailed information on available coverage windows.</td>
</tr>
<tr>
<td><strong>Access to electronic support information and services</strong></td>
<td>HP will provide access to certain commercially available hardware-related electronic and Web-based tools and services, such as firmware updates and proactive notification services. As an HP Hardware Support contract holder, the Customer has access to services as commercially available to all registered hardware support users, plus additional capabilities such as conducting Web-based searches of certain 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, as applicable.</td>
</tr>
</tbody>
</table>

### Table 2. Service-level options

<table>
<thead>
<tr>
<th>Option</th>
<th>Delivery specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Next-day exchange</strong></td>
<td>HP provides an exchange service that includes packaging instructions, materials, and a prepaid shipping label for the return of the failed product. 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 a coverage window exists. The Customer may call the HP Customer Support Center between 8:00 am and 5:00 pm local time, Monday through 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.</td>
</tr>
<tr>
<td><strong>4-hour exchange, standard business hours (for eligible products only)</strong></td>
<td>HP provides an exchange service that includes packaging instructions, materials, and a prepaid shipping label for the return of the failed product. 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. The Customer may call the HP Customer Support Center between 8:00 am and 5:00 pm local time, Monday through 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.</td>
</tr>
<tr>
<td><strong>4-hour exchange, 24 x 7 (for eligible products only)</strong></td>
<td>HP provides an exchange service that includes packaging instructions, materials, and a prepaid shipping label for the return of the failed product. 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 Center any time and day of the year. This service level option is not available in Canada.</td>
</tr>
</tbody>
</table>
### Table 3. Optional service-level enhancements

<table>
<thead>
<tr>
<th>Enhancement</th>
<th>Delivery specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pickup by HP (eligible products)</td>
<td>For eligible products and locations, an HP authorized courier will pick up the failed equipment at the Customer’s site at the discretion of HP either at the time of delivery of the replacement product or within the following 10 business days.</td>
</tr>
</tbody>
</table>

### 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 preventive maintenance
- Battery replacement

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.
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 must document such configuration requirements on each service request order form.

At the time of the service request, the Customer must provide a credit card number 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 must 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 is limited to the continental United States, eligible Canadian major metropolitan areas, and selected areas of Alaska and Hawaii. Most areas within the continental United States can be serviced the next day. Add 1 to 2 days for service in Hawaii, Alaska, and Canadian North West Territories (NWT) Nunavut, and Yukon.

Customers may check with the local HP authorized representative if their US or Canadian location is eligible for this service or service level options.
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 the local HP representative.

For more information

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

www.hp.com/hps/support