

HP Extended Support Plan - Exchange Service

HP Services Canada

Data Sheet



HP Services offer an extensive array of key options to protect your Product investment. With an HP Extended Support Plan you can benefit from HP Services including e-support, technical telephone support, and expedited repair or replacement. Get peace of mind and rest assured knowing we are always here for you.

Benefits to you

- Peace of mind knowing you are backed by HP's extensive support team of specialists
- Significant savings when compared to out-of-warranty per incident phone support & repair costs
- Priority support service and fast response

HP Service feature highlights

- Access to HP's extensive eSupport online tools including eChat and eMail support
- Remote problem diagnosis and technical telephone support, 24/7
- Advanced Exchange of replacement Product – free of charge
- Three – five day turn-around-time
- Free return shipment of defective unit back to HP

Specifications

Table 1. HP Service features

Feature or Service Delivery specifications

e-Support	HP offers an extensive array of self help web based support solutions for fast and quick resolution to problems. These services include, free driver downloads, email support with 1 hour response, e-chat (on selected Products), and technical support information for common problems.
Technical Telephone Support	When experiencing a problem you can place a call to HP's toll free support (1-800-HP-INVENT). A HP support professional will provide remote technical telephone assistance with problem diagnosis, operating system support, configuration, installation, and basic usage assistance. HP may ask you to provide relevant information, start diagnostic tools and perform other supporting activities in order to assist in remote problem resolution.
Advanced Exchange of Replacement Product	<p>If HP's remote problem diagnosis has determined that your HP or Compaq Product is defective, the HP support professional will log a service call on your behalf and provide you with the HP Service Order Number. HP will ship to you, free of charge, a replacement unit via courier.</p> <p>Replacement units will be new or equivalent to new in performance and may contain engineering improvements and/or firmware updates on to ensure proper operation of the hardware at the latest support levels and to maintain compatibility with HP-supplied hardware replacement parts.</p>
Turn-around-time	Replacement turn-around-time generally will be 3-5 HP business days. Turn-around-time is measured in elapsed days from the time the service request is received at the HP Repair Center, until the replacement Product has been provided to the HP authorized courier for return shipment. If the service request is received at the HP Repair Center after 3:00pm local time, the turn-around time starts the following business day. Delivery times may vary depending on geographic location.
Pre-paid Defective Return	The advanced Product exchange will include a pre-paid return waybill for return of the defective unit. The defective Product should be re-packaged in the replacement Product packaging and must be returned within 10 days to HP.

Service Coverage

HP Service is available within Canada and on HP Products purchased in Canada from HP or an authorized HP reseller. HP's eSupport and remote technical telephone assistance is available 24 hours a day - 7 days a week, including holidays, to assist you. Should your HP hardware require repair, our repair and exchange services are available Monday through Friday - 8:00 am and 5:00 pm local time, excluding HP holidays. All these services are available to you for the term of your HP Services extended support plan for the specified Product the extended support plan was purchased for.

Obtaining Service

Support can be reached by calling 1-(800)-474-6836 (1-800-HP invent) available 24x7 including holidays.

Customer responsibilities

It is the Customer's responsibility to:

- Provide all information necessary for HP to deliver timely and professional remote support and/or to enable HP to determine the level of support eligibility.
- Start self tests and/or other diagnostic tools and programs.

- Ensure that the defective Product is appropriately packaged for shipment via courier to the HP Repair Center
- Return the defective Product to HP within 10 days from receipt of replacement Product
- Install customer replaceable parts and replacement units in a timely manner
- Perform other reasonable activities to help HP identify or resolve the problem
- Maintain backup copies of all software and data. (HP recommends regular backups.)
- Restore operating system, software and data on the Product after the repair or replacement.

HP may require the Customer to include a print-out of any previously conducted self-test, results or error details together with the failed unit.

Service limitations

At HP's discretion, HP Service will be provided using remote diagnosis and support or other service delivery methods, or a combination thereof. Other service delivery methods may include the shipment of parts specified as customer replaceable such as, but not limited to; keyboards, mice, floppy drives or ac adapter. 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:

- Data recovery
- Software support on software products that were not pre-installed at the factory
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of Customer to incorporate any system fix, repair, patch or modification provided to the Customer by HP

All standard accessories included with the HP base Product and all HP-supplied internal components from the factory, such as memory and CD-ROMs are covered as part of the HP Services. Items that are NOT covered under this service include, but are not limited to:

- Maintenance kits and other supplies
- Consumables, including, but not limited to, ink cartridges, media, and batteries
- Non-HP devices
- Any Product previously repaired by an unauthorized technician or user
- User preventative maintenance
- Customer abuse or damage
- Fire, theft, and normal wear & tear

For More Information

For more information on HP Services, contact our Canadian Support Center at 1 800-HPinvent or visit our support web site on the internet at <http://www.hp.ca/totalcare>