



Service Type – HP Next Business Day* Exchange

Service Overview

HP Next Business Day Exchange Service offers an exchange service for eligible Authorized Service Provider products by providing a replacement product. The replacement product is shipped overnight via airfreight carrier to the customer's location at Authorized Service Provider's expense. A few components, such as a removable display, may not be eligible for next day arrival due to transportation laws. PC Replacement products will be equivalent or better with respect to processor speed, original memory, original hard drive size, and will contain the latest operating system being shipped by HP. However, other features such as touch or swivel screens, networking standards, SW application compatibility, and the like may not be available. Peripheral replacement products will be equivalent or better with respect to basic functionality, resolution and print speed. However, other features such as interface standards, product footprint and mobility, and software and supplies compatibility may not be available.

Remote problem diagnosis

When experiencing a problem, the customer must first place a call to Authorized Service Provider's technical support center at 1-800-474-6836. Authorized Service Provider telephone technical assistance is available 24 hours a day, 7 days a week. Authorized Service Provider will provide telephone technical assistance for installation, product configuration, setup, and problem resolution. Prior to scheduling the product exchange, Authorized Service Provider may ask the customer to provide relevant information, start diagnostic tools and perform other supporting activities.

Replacement Product

If the problem cannot be resolved remotely, Authorized Service Provider will replace the failed product with a new or equivalent-to-new product free of major cosmetic defects. The failed product must be returned within the timeframe specified herein and becomes the property of Authorized Service Provider.

*Coverage Window and Geographic Coverage

Calls must be received before 2:30 pm Central Standard Time, Monday through Friday, to activate an exchange service with next-business-day delivery for eligible geographic locations in the U.S. Authorized Service Provider holidays may delay the delivery.

This service provides a replacement product the next business day in most areas within the continental United States and in limited areas of Hawaii and Alaska. Add 1 to 2 business days for service in Hawaii and Alaska. Service is not available within Puerto Rico and the Virgin Islands. Service level and response times may vary depending on the customer's geographical location. The customer should check with an Authorized Service Provider representative to determine if the customer's location is eligible for this service. Other restrictions and limitations apply.





Shipping Instructions

Authorized Service Provider will ship the replacement product in a container suitable for returning the failed product to Authorized Service Provider. Authorized Service Provider is not able to ship to, or receive the customer's failed product from, any location outside of the United States. Packaging instructions and a prepaid shipping label for the return of the failed product will be included in replacement product's shipping container. At Authorized Service Provider's discretion, Authorized Service Provider may choose to collect failed product at the customer's location.

Service Limitations

At Authorized Service Provider's discretion, service will be provided using remote diagnosis and support or other service delivery methods. Other service delivery methods, in lieu of shipping a replacement product, may include the overnight shipment of parts specified by Authorized Service Provider as customer replaceable like, for example a keyboard or mouse. Authorized Service Provider will determine the appropriate delivery method required. Services excluded from this exchange service include, but are not limited to, the following:

- Diagnosis or maintenance at the customer site. If onsite diagnosis or maintenance is required, customer will be billed at Authorized Service Provider's standard service rates.
- Set-up 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.
- Services required due to failure of customer to incorporate any system fix, repair, patch, or modification provided to the customer by Authorized Service Provider.
- Services required due to failure of the customer to take avoidance action previously advised by Authorized Service Provider.
- User preventative maintenance.

Customer Responsibilities

The customer must register the covered product. If the customer purchases an HP Care Pack they must also register the HP Care Pack as set forth in the Care Pack support service agreement. The customer will be required, upon Authorized Service Provider's request, to support Authorized Service Provider in resolving the problem remotely by:

- Providing all information necessary for Authorized Service Provider to deliver timely and professional remote support and/or to enable Authorized Service Provider to determine the level of support eligibility.
- Starting self tests and/or other diagnostic tools and programs.
- Performing other reasonable activities to help Authorized Service Provider identify or resolve the problem.





For select products, the customer must inform Authorized Service Provider of all configuration requirements for replacement product prior to commencement of service and document such configuration requirements on each service request order form.

At time of service request, the customer must provide a credit card number or purchase order number to Authorized Service Provider. The customer must ship failed product to Authorized Service Provider within 3 business days of receipt of the replacement product and must obtain a prepaid insurance receipt to be retained by customer as proof of shipment to Authorized Service Provider.

The customer must acknowledge receipt of replacement product by signing freight carrier air bill at time of delivery. If Authorized Service Provider does not receive the failed product within 10 business days of the customer's receipt of the replacement product, customer will be charged the product's list price, less any applicable discounts.

The customer is responsible to install customer replaceable parts and replacement units delivered by courier, in a timely manner. It is the customer's responsibility to:

- Maintain a backup copy of all software and data. TIC recommends regular backups.
- Restore software and data on the unit after the repair or replacement.
- Be responsible for the user application software installation and insure all software is appropriately licensed.

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 excluded from coverage include, but are not limited to:

- Consumable components, such as batteries 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 port replicators
- Any product previously repaired by an unauthorized technician or user.

For more information, contact Authorized Service Provider's technical support center at 1-800-474-6836.

