



# Return to Service HP Care Pack

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Available on these Printers

- HP DesignJet
- HP Low Volume Latex
- HP Low Volume Stitch

## Protect your business from unplanned costs

Your HP printing equipment is an essential tool that supports your core business. In the event of unexpected repairs, it's vital to get the printer up and running as fast as possible with minimal disruption.

Keeping your printer covered by a HP Care Pack is an important step in that process. However, not everyone purchases the extended coverage and repairs can be costly when needed.

In the event your coverage lapses for more than 30 days, HP now has a way to get your printer quickly back under a HP Support Care Pack.

## Service description

HP's Return to Service\* Care Pack allows you to get our printer back under a support coverage when it has been out of coverage for more than 30 days. Purchase this care pack along with a 1 year Post Warranty Full Support Care Pack, and you are now covered again. Once both HP Care packs are registered you will have the coverage you need in the event of any unexpected repairs. Please allow 5-7 business days for the registration to take place.

\*Note: If repairs are needed, the Return to Service Care Pack alone will not get your printer fixed. It must together with a 1y PW Full Support Care Pack.

[Purchase the Return-to-Service and 1-year Post Warranty HP Care Pack together](#)

### Key benefits at a glance:

- Reassurance your investment is covered again
- No unexpected support costs
- Spare Parts needed for repairs at no charge
- Access to professional remote support
- Onsite Support is covered



## Requirements

- Only available for HP DesignJet, Low Volume HP Latex and Low Volume HP Stitch printers
- Must be purchased with a 1-year Full Support Post Warranty care pack.
- No health check required
- Unless needed, no repair visit required
- Open a repair case if one is needed after the HP Care Packs have been registered to your printer serial number
- Printers out of coverage for more than 24 months are not eligible

HP Return to Support Service  
for DesignJet (LowEnd 24 inch)

HP Return to Support Service for  
DesignJet (Midrange 36 inch)

HP Return to Support Service for  
DesignJet (HighEnd 42-44 inch)

HP Return to Support Service for  
DesignJet (Scanners)

HP Return to Support Service for  
DesignJet (HighEnd 60-64 inch)

HP Return to Support Service  
for Latex (Low Volume)

HP Return to Support Service  
for Stitch (Low Volume)

## Why choose HP for printing services?

### Expertise

HP is recognized as the number one global leader in imaging and printing. Access to HP R&D engineers and our massive knowledge base of experience makes HP the ideal partner to assist you in elevating your printing and imaging environment.

### Complete solutions

With an unrivaled portfolio of products, services, and end-to-end solutions, HP can work with you to identify and address your specific needs today and into the future.

### Customer first

Our target is to deliver the best services and provide a flawless customer experience.

