

HPE Hardware Support Offsite Return Services

Support Solutions Services

Service overview

HPE Hardware Support Offsite Return Services offer high-quality return-to-HPE service levels with remote telephone support and off-site repair for eligible products at an HPE designated repair center. The service includes off-site repair or replacement, materials and parts, labor, and the cost of the return shipment.

Hewlett Packard Enterprise offers multiple service levels with different shipment options to the HPE designated repair center, as detailed in the following.

Some service levels are also available with optional service features such as accidental damage protection or defective media retention.

Service benefits

- Flexible shipment options
- Reliable, lower-cost alternative to on-site support for products in noncritical business or home environments
- High-quality support

Service feature highlights

- Remote problem diagnosis and telephone support
- Repair at HPE designated repair center (materials and parts included)
- Return shipment of functional unit back to location
- Flexible shipment options to HPE designated repair center
- Three business days standard turnaround time (may vary by geographic location)
- Standard business hours, standard business days coverage window



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. HPE will provide basic telephone technical assistance with installation, product configuration, setup, and problem resolution. Prior to any remote or off-site assistance, HPE may ask the Customer to provide relevant information, start diagnostic tools, and perform other supporting activities at the request of HPE. HPE will then work with the Customer remotely to isolate the hardware problem.
Off-site support and materials	If HPE determines that the problem cannot be resolved remotely, HPE will direct the Customer to return the defective hardware product to an HPE designated repair center, where HPE will provide technical support. HPE will provide HPE supported parts and materials necessary to return the hardware product to operating condition. HPE may, at its sole discretion, elect to replace such hardware products in lieu of repairing them. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HPE. Also, HPE may install commercially available engineering improvements on the covered hardware product to enable proper operation of the hardware products and maintain compatibility with HPE supplied hardware replacement parts. At its sole discretion, HPE may install any firmware updates that, in the opinion of HPE, are required to return the covered product to operating condition or to maintain supportability by HPE.
Return shipment	An HPE authorized courier will return the repaired or replaced product to the Customer's location if it is within the geographic location where the service was provided. Return shipment will be by ground transportation and usually takes between three and seven business days. The Customer may request accelerated delivery at an additional charge.
Shipment to the HPE designated repair center	Depending on the purchased service level, HPE offers different shipment options for delivering the defective product to the HPE designated repair center: <ul style="list-style-type: none"> • Delivery by the Customer: With this option, the Customer is responsible for delivering the defective product to the HPE designated repair center. The Customer must ensure that the product is appropriately packaged for the chosen method of delivery. Delivery can be in person or by a locally available commercial delivery service. • Pickup by HPE: An HPE authorized courier will pick up the defective product at the Customer's location, if the pickup location is within the geographic location where the service will be provided, and deliver it to the HPE designated repair center. It is the Customer's responsibility to appropriately package and prepare the product for courier pickup. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other service requests will be scheduled for next-business-day pickup.
Turnaround time	Turnaround time for this service will be three HPE business days for eligible locations, except in cases of intermittent failures and nonavailability of parts, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the defective product is received by HPE until the time the repaired or replaced product is ready to be shipped back to the Customer. Received by HPE means (depending on the shipment option used) either (1) picked up at the Customer's site by an HPE authorized courier or (2) received during HPE business hours at the HPE designated repair center, if delivered or shipped by the Customer. Turnaround time does not include the time the repaired or replaced product is in transit back to the Customer. If the defective product is received at the HPE designated repair center after 5:00 p.m. local time, the three-business-day turnaround time starts with the next business day. The three-business-day turnaround time is not available for all geographic locations and may be longer outside metropolitan areas.
Coverage window	The coverage window specifies the time during which the described services are delivered off-site or remotely. Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HPE holidays (may vary by geographic location).



Specifications (optional)

Table 2. Optional service features

Feature	Delivery specifications
Defective media retention	For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drives that the Customer does not want to relinquish due to sensitive data contained within the disk (disk or SSD/Flash drive) covered under this service. All disk or eligible SSD/Flash drives on a covered system must participate in the defective media retention. Notwithstanding anything, to the contrary in this document or HPE's current standard sales terms, HPE waives the right to take possession and title of a defective disk or SSD/Flash drive covered by the defective media retention service feature option in the event of a replacement disk or SSD/Flash drive is provided by HPE to the Customer. The Customer will retain all defective disk or SSD/Flash drives supported by HPE under the HPE support agreement.
Accidental damage protection	For eligible products, specific service levels may be offered with protection against accidental damage from handling. Where accidental damage protection applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service. Accidental damage is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Covered perils include nonintentional liquid spills in or on the unit, drops, falls, and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the Service limitations section.

Specifications

Table 3. Service-level options

Option	Delivery specifications
HPE Return Service	HPE provides a return service that includes repair or replacement and return of the defective product, including all parts, labor, and freight. By selecting the HPE Return Service option, the Customer assumes responsibility for packaging and shipping or delivering the defective product to an HPE designated repair center. HPE will return the repaired or replaced product to the Customer's site if it is within the geographic location where the service is provided. Turnaround time for this service will be three HPE business days for eligible locations, except in cases of intermittent failure, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the product is received at an HPE designated repair center until the time the repaired or replaced product is ready to be returned to the Customer. Turnaround 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 HPE Customer Support Center between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HPE holidays. Extended telephone support may be available for selected products (times may vary by geographic location).
HPE Pickup and Return Service	HPE provides a door-to-door service that includes pickup, repair, or replacement of the defective product and return of the operational product. Turnaround time for this service will be three HPE business days for eligible locations, except in cases of intermittent failures, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the product is picked up at the Customer's site if it is within the geographic location where the service is provided until the time the repaired product is ready to be returned to the Customer. Turnaround 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 HPE Customer Support Center between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HPE holidays. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other calls will be scheduled for next-business-day pickup. Extended telephone support may be available for selected products (times may vary by geographic location).



Coverage

All standard accessories included with the HPE base unit part number and all HPE supplied internal components, such as memory, and CD-ROM drives, are covered under this service.

Additionally, external accessories limited to the HPE mouse, keyboard, and AC power included with the main product or purchased together with main product are covered.

Services such as, but not limited to, the following are excluded:

- Consumables including, but not limited to, customer-replaceable batteries and tablet PC pens. HPE notebook and tablet long-life batteries are covered for up to three years
- Maintenance kits, carrying cases, and other supplies
- Third-party devices
- Accessories purchased in addition to the base unit, such as cradles, docking stations, and port replicators
- Any product previously repaired by an unauthorized technician or user

Customer responsibilities

In cases where the Customer does not act upon the Customer responsibilities as stated in the following, HPE or an HPE authorized service provider will not be obligated to deliver the services as described.

If required by HPE, the Customer or HPE authorized representative must register the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within HPE Support Services or the email document provided by HPE, or as otherwise directed by HPE. In the event a covered product changes location, registration (or a proper adjustment to existing HPE registration) is to occur within 10 days of the change.

Upon HPE request, the Customer will be required to support HPE's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HPE to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE

The Customer must ensure that the product is appropriately packaged and prepared for pickup or the chosen method of delivery or shipment to the HPE designated repair center. HPE may require the Customer to include a printout of any previously conducted self-test results together with the defective product.

It is the Customer's responsibility to remove all personal and/or confidential data from the defective product before it is returned to an HPE designated location for repair or replacement. HPE is not responsible for data stored on the returned product.

With the defective media retention service feature option, in addition to the previously mentioned Customer responsibilities, the Customer must:

- Remove all disk or SSD/Flash drives before the defective product is returned to an HPE designated location for repair or replacement; HPE is not responsible for data contained on disk or SSD/Flash drives
- Ensure that any Customer sensitive data on the retained disk or SSD/Flash drive is destroyed or remains secure
- Provide HPE with identification information for each disk or SSD/Flash drive retained hereunder and execute and return to HPE a document provided by HPE acknowledging Customer's retention of the disk or SSD/Flash drives
- Destroy the retained disk or SSD/Flash drive and/or ensure that the disk drive is not put into use again
- Dispose of all retained disk or SSD/Flash drives in compliance with applicable environmental laws and regulations



For disk or SSD/Flash drives supplied by HPE to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement disk or SSD/Flash drives at the expiration or termination of support with HPE. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased disk or SSD/Flash drive to HPE.

Service limitations

The following activities are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HPE
- Services required due to failure of the Customer to take avoidance action previously advised by HPE
- Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services that, in the opinion of HPE, are required due to improper treatment or use of the product
- User preventive maintenance

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to disk or eligible SSD/Flash drives diagnosed by HPE as defective during the remote problem diagnosis. It does not apply to any exchange of disk or SSD/Flash drives that have not failed.

SSD/Flash drives that are specified by HPE as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not eligible for the defective media retention service feature option.

Failure rates on hard drives are constantly monitored, and HPE reserves the right to cancel this service with 30 days' notice if HPE reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective hard drives materially exceeds the standard failure rates for the system involved).

HPE shall have no obligation whatsoever with respect to any data that may reside on any disk or SSD/Flash drive or the destruction of any disk or SSD/Flash drive retained by the customer, or sent to HPE by the customer.

Notwithstanding anything in the HPE Single Order Terms for Support or the technical data sheet to the contrary, in no event will HPE or its affiliates, subcontractors, or suppliers be liable for any incidental, special, or consequential damages or damages for loss of or misuse of data under this defective media retention service.

Exclusions to the accidental damage protection service feature option

Eligibility for purchase of the accidental damage protection service feature requires the product to be covered by a factory warranty or a warranty extension service with coverage duration equal to or longer than the accidental damage protection service. The accidental damage protection service feature provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use. It does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; or corrosion
- Fire, a vehicular or homeowner's accident (in cases in which said accident is covered by an insurance policy or other product warranty), act of nature (including, without limitation, floods), or any other peril originating from outside the product



- Exposure to weather conditions or environmental conditions that are outside of HPE specifications, exposure to hazardous (including biohazardous) materials, operator negligence, misuse, mishandling, improper electrical power supply, unauthorized repairs or attempts to repair, improper and unauthorized equipment modifications, attachments or installation, vandalism, animal or insect damage or infestation, defective batteries, battery leakage, lack of manufacturer-specified maintenance (including the use of inappropriate cleansers)
- Error in product design, construction, programming, or instructions
- Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use, storage, and operation of the product in accordance with the manufacturer's specifications and owner's manual
- Theft, loss, mysterious disappearance, or misplacement
- Data loss or corruption; business interruptions
- Fraud (including, but not limited to, incorrect, misleading, erroneous or incomplete disclosure of how the equipment was damaged to the Customer's adjudicator, the servicer, or HPE)
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the computer
- Computer monitor screen imperfections including, but not limited to, **burn-in** and missing pixels, caused by normal use and operation of the product
- Damage to products whose serial numbers are removed or altered
- Damage or equipment failure that is covered by manufacturer's warranty, recall, or factory bulletins
- Damage caused during the Customer's shipment of the covered product to or from another location
- Damage to hardware, software, media, data, and so on, stemming from causes including, but not limited to, viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code or proprietary data; any support, configuration, installation, or reinstallation of any software or data; or use of damaged or defective media
- Any and all preexisting conditions that occurred (that is, took place) prior to the purchase date of the HPE Care Pack service
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection HPE Care Pack with the appropriate HPE Support Service
- Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein
- Intentional damage that results in a cracked or damaged computer display screen or damaged monitor
- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism
- Alteration or modification of the covered product in any way
- Unexplained or mysterious disappearance and any willful act to cause damage to the covered product
- Reckless, negligent, or abusive conduct while handling or using the product. If protective items such as covers, carrying cases or pouches, and so on, were provided or made available for use with the covered product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service. Reckless, negligent, or abusive conduct includes, but is not limited to, the treatment and use of the covered products in a harmful, injurious, or offensive manner that may result in its damage, and any willful or intentional damage to the product. Any damage resulting from such acts are **not** covered by this accidental damage protection service feature

For HPE commercial and consumer products, accidental damage from handling is limited to one incident per product per 12-month period commencing from the HPE Care Pack service start date.

Once the specified limit is reached, the cost of repair for any additional claims will be charged on a time-and-materials basis, but all other aspects of the HPE Care Pack service purchased will remain in effect unless specifically documented otherwise in the country of purchase.

For those Customers with a history of significantly high claims, HPE also reserves the right to deny acceptance of requests to purchase the accidental damage from handling service feature.



General provisions/other exclusions

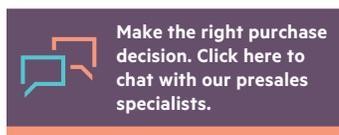
Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

Travel charges may apply; consult a local HPE office.

Ordering information

To obtain further information or to order HPE Hardware Support Offsite Return Services, contact a local HPE sales representative.

Learn more at
hpe.com/services/support
[Support Services Central](#)



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