

Offsite Support for Print

Offer description

HP Offsite Support for Print (marketed as Essential Support for Print) offers high-quality repair of HP printers via remote support, return to depot repairs, or exchange of printers. The service includes offsite repair or replacement, materials and parts, labor, and the cost of the return shipment.²

HP offers multiple service levels with different shipment options to the HP-designated repair center, as detailed below.

Service highlights

- Remote problem diagnosis and support
- Repair at HP-designated repair centers (materials and parts included) or unit exchange
- Return shipment of functional unit back to your location²
- Prepaid shipping label, materials, and instructions for returning the defective product (exchange)
- Flexible coverage options

Service benefits

- Flexible shipment options
- Reliable, lower-cost alternative to onsite support for products in non-critical business or home environments
- High-quality support

Service features and delivery specifications

Remote problem diagnosis (applicable to both return to depot and unit exchange)

To contact HP, the best method is creating a case digitally at <https://support.hp.com/> choose “business support”. After receiving and acknowledging your case, HP will begin to isolate, troubleshoot, and resolve the hardware incident. Prior to offsite assistance, HP will perform remote diagnostics using electronic remote support to access covered products or use other means available to facilitate remote resolution. Incidents with covered hardware can be reported 24/7 to HP specialized agents via the website (Visit <https://support.hp.com/>. Choose the “Business Support” tab and select “Create a new case”). Customers may subsequently manage their cases from there. During customer service windows, customers may then contact HP by phone or chat for any created case. Alternatively, customers may call the HP Customer Support during business hours, excluding holidays. Customers who contact HP directly by phone or chat will reach standard agents, who will start by collecting required administrative elements to identify customers and verify their entitlement to the service. This alternate route may take longer and require more customer effort than starting all the support experiences from the web, which is highly recommended. HP will acknowledge the receipt of the service request by logging the case, assigning a case ID, and communicating that case ID to you.

	<p>HP retains the right to determine the final resolution of all reported incidents. The coverage window specifies the time during which the described services are delivered onsite or remotely. Logging a case on the web is available between 24/7, Monday through Sunday.</p>
Offsite support and materials for return to depot repairs	<p>If HP determines that the problem cannot be resolved remotely, HP will direct the customer to return the defective product to an HP-designated repair center, where HP will provide technical support. HP will provide HP-supported parts and materials necessary to return the product to operating condition. HP may, at its sole discretion, elect to replace such products. Replacement parts and products are new or functionally equivalent to new in performance. Defective products become the property of HP. In addition, HP may install commercially available engineering improvements on the covered product to enable proper operation and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP.</p>
Shipment to the HP-designated repair center	<p>Delivery by the customer: With this option, the customer is responsible for delivering the defective product to the HP-designated repair center. The customer must ensure that the product is appropriately packaged for the chosen method of delivery. Delivery can be made in person or by a locally available commercial delivery service.</p>
Return shipment	<p>An HP-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 2nd or 3rd day and usually takes between 3 and 5 business days after the defective product is received by HP. HP will use commercially reasonable efforts to respond within this timeframe.</p>
Product exchange	<p>If the problem cannot be resolved remotely, HP will replace the defective product or the customer-replaceable part with a product or part that is new or equivalent to new in performance. The replaced product or part must be returned within 15 days and becomes the property of HP.</p>
Prepaid shipping label, materials, and instructions for defective unit return	<p>HP will provide a container suitable for returning the defective product to HP. Instructions and a prepaid shipping label for the return of the failed product will be included in the shipping container.</p>

Service Level Options

Option	Delivery specs
Return Service	HP provides a return service that includes repair or replacement and return of the defective product, including all parts, labor, and freight. By selecting the Return Service option, the customer assumes responsibility for packaging and shipping or delivering the defective product to an HP-designated repair center. HP will return the repaired or replaced product to the customer's site, if it is within the geographic location where the service is provided. The customer may call the HP Customer Support Center between 8:00 am and 5:00 pm local time, Monday through Friday excluding holidays. Extended phone support may be available for select products. ¹
Unit Exchange	Upon receipt by HP of the defective product and validation that the product is defective, HP will ship a replacement product to the customer's site for delivery generally within 4-7 business days after the service request has been logged. Delivery time may vary based on geographic location. ¹
Next business day unit exchange ²	For calls received before 4:00 pm local time, HP standard business days, excluding HP holidays, HP will ship a replacement product to the customer's site for delivery on the next business day. Service requests received after 4:00 pm or outside the coverage window will be logged the next business day and serviced within the following business day. ³

Coverage

This service provides coverage for eligible HP printers. This includes coverage for attached HP-branded accessories purchased together and included in the original packaging of the printers.

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered offsite at an HP-designated repair center, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts, or, if agreed by the customer, other parts classified by HP as Customer Self Repair (CSR) parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely customer support.

HP has invested significantly in engineering products so they can be customer repairable. CSR is a key component of HP's warranty terms. It allows HP to ship replacement parts directly to the customer once a failure has been confirmed. Parts are generally shipped overnight so they can be received as quickly as possible. The customer can then replace the parts at their convenience.

"Mandatory" CSR is part of the standard warranty associated with some products. CSR is optional on internal CSR parts for customers with an HP Care Pack or a contractual support agreement. "Optional" allows the customer to perform CSR or choose to have HP service personnel perform the replacement at no additional charge during the product service coverage period. External accessories and/or peripherals are not eligible for "optional" CSR.

For replacement parts and components that are discontinued, an upgrade path may be required. HP will work with you to recommend replacements. Not all components will have available replacements in all countries due to local support capabilities.

Coverage window

The coverage window specifies the time during which the described services are delivered offsite or remotely. Service is available between 8:00 am and 5:00 pm local time, Monday through Friday excluding holidays.¹

Customer responsibilities

In cases where the customer does not act upon the specified customer responsibilities as stated below, HP or an HP-authorized service provider will not be obligated to deliver the services as described.

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

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP 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 HP identify or resolve problems, as requested by HP.

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

Customer or HP-authorized partner is responsible for registering the product to be supported within 10 days of purchase of the support service, using the registration instructions within each package, email, or as otherwise directed by HP. In the event a covered product changes countries, registration (or a proper adjustment to existing HP registration) is to occur within 10 days of purchase from previous owner. You may do this by sending an email to HP at SRG@HP.COM.

With defective media retention, it is the customer's responsibility to:

- Retain physical control of disks or SSD/flash drives at all times; HP is not responsible for data contained on disks or SSD/flash drives.
- Ensure that any sensitive data on the retained disks or SSD/flash drives is destroyed or remains secure.
- Provide HP with identification information for each disk or SSD/flash drive retained hereunder, and execute a document provided by HP acknowledging your retention of the disks or SSD/ flash drives.
- Destroy the retained disk or SSD/flash drives and/or ensure that the disk or SSD/flash drive is not put into use again.
- Dispose of all retained disks or SSD/flash drives in compliance with applicable environmental laws and regulations.

Exclusions

- Operational testing of applications or additional tests requested or required by you.
- Troubleshooting for interconnectivity or compatibility problems.
- Support for network-related problems
- Services required due to failure to take avoidance action previously advised by HP
- Services required due to failure to incorporate any system fix, repair, patch, or modification provided by HP
- Services required due to improper treatment or use of the product
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software.
- User preventive maintenance.

Maximum supported lifetime/maximum usage

Parts and components that have reached their maximum supported lifetime and, or the maximum usage limit as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product datasheet will not be provided, repaired, or replaced as part of this service.

Care Pack terms and conditions

Terms and conditions apply. See complete Care Pack [terms and conditions](#).

For more information

on HP Services, contact any of our worldwide sales offices or resellers or visit hp.com/support-services



- ¹ Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.
- ² Next Business Day Onsite Exchange service capability may be available in certain regions at an additional cost. Contact HP for details on availability.
- ³ Availability of service features and response time may vary according to local resources and may be restricted to eligible products and geographic locations.