

HP One Terms of Service
Effective Date: May 25, 2023

HP ONE - TERMS OF SERVICE

These HP One Terms of Service and all addenda (collectively, the "**Agreement**") are a binding contract between HP Inc., located at 1501 Page Mill Road, Palo Alto, CA 94304 ("**HP**" or "**We**" or "**Us**") and the purchaser ("**You**" or "**Your**" or "**user**") of the HP One Services (as defined below).

THESE TERMS CONTAIN A CLASS ACTION WAIVER THAT REQUIRES THAT ALL CLAIMS BE BROUGHT INDIVIDUALLY, NOT AS A CLASS REPRESENTATIVE OR CLASS MEMBER. BY PURCHASING HP ONE SERVICES AND ACCEPTING THIS AGREEMENT, YOU ACKNOWLEDGE AND UNDERSTAND THAT YOU ARE WAIVING YOUR RIGHTS TO A CLASS ACTION. SEE THE SECTION ENTITLED "CLASS ACTION WAIVER" BELOW, FOR MORE DETAILS.

PLEASE READ THIS AGREEMENT CAREFULLY. YOU MUST AFFIRMATIVELY ACCEPT THIS AGREEMENT TO PURCHASE THE HP ONE SERVICES. WHEN YOU GIVE YOUR ACCEPTANCE, YOU ARE ACKNOWLEDGING THAT YOU HAVE READ, UNDERSTAND, AND AGREE TO BE BOUND TO ALL OF THE TERMS AND CONDITIONS IN THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, THEN YOU HAVE NO RIGHT TO ACCESS OR OTHERWISE USE THE HP ONE SERVICES. USING OR OTHERWISE ACCESSING ANY PART OF THE SERVICES INDICATES THAT YOU ACCEPT THESE TERMS AND AGREE TO BE LEGALLY BOUND BY THIS AGREEMENT.

WE ENCOURAGE YOU TO SAVE OR PRINT A COPY OF THIS AGREEMENT FOR REFERENCE. THE HP ONE SERVICES ARE AVAILABLE ONLY IN THE UNITED STATES. HP RESERVES THE RIGHT TO MAKE HP ONE SERVICES AVAILABLE IN OTHER JURISDICTIONS AT A FUTURE DATE.

WE MAY MODIFY PRICING AND THE TERMS HEREIN FROM TIME TO TIME. PLEASE REVIEW THE PRICING TERMS AND OUR RIGHTS TO MODIFY OR CANCEL. YOUR CONTINUED USE OF THE SERVICES AFTER NOTICE OF MODIFICATION HAS BEEN GIVEN IS DEEMED YOUR ACCEPTANCE OF THE MODIFICATION.

In addition, certain features and functionality made available to You through the HP One Services may be subject to (1) additional terms of use that We make available to You from time to time for Your information and/or applicable consent, and (2) additional third party terms, which may be provided to You at the time those services are offered or at the time of purchase or when You register for the HP One Services. By Using such portions of the HP One Services, or any part thereof, You agree to be bound by the additional terms of use and/or additional third-party terms applicable to such portions. In the event that any of the

additional terms of use governing such portion conflict with these terms, the additional terms will control Your use of and access to such portions of the HP One Services. Such additional or Third-Party Services terms, which will be incorporated by reference in the addenda, may include, but are not limited to the terms mentioned in the Addendum section of this Agreement.

DEFINITIONS.

As used in this Agreement, the following capitalized terms have the following meanings:

“Repair and Replacement Services” means Accidental Damage Protection or Next Business Day or any other related services that may be included with Your PC or Printer.

“Add Ons” means certain additional services, capacity, enhancements, features, Third-Party Services or other elements that may be made available to You from time to time through the Site (as defined in Section 3 below) or other channels.

“Accidental Damage Protection” or “ADP” means the accidental damage protection services provided for Your PCs for two (2) years and any additional period that HP may at its discretion provide. Additional details for ADP is available [here](#).

“Core Services” means the subscriptions that are bundled with the Devices which may include by way of example, but are not limited to, productivity applications, cloud services and storage.

“Dashboard” means the HP One Site user interface to manage, configure, and administer Your Devices and Subscription Services.

“Devices” or “Products” means certain HP personal computers (“PCs”), printers (“Printers”) and peripherals that are offered under HP One Services and may include Repair or Replacement Services.

“Device Fee” means the fee You pay for the Devices that are made available during a HP One Services term and any additional charges based on Your use of the Devices during such term.

“Enrollment Start Date” means the date on which You enroll for HP One Services through Your Service Account.

“Fee” means the fee You pay for Your selected Devices and Subscription Services that are made available during a Subscription Term and any charge for overages based on Your use of the Subscription Services.

“HP One Services” or “Services” means the Devices, Subscription Services, and Support Services.

“Next Business Day” or “NBD” means the next business day replacement services offered for Printers for one year and any additional period that HP may at its discretion provide. Additional details for NBD is available [here](#).

“Optional Services” means the services You may choose in addition to the Core Services, including but not limited to certain additional services, capacity enhancements, features, Third-Party Services or other elements that may be made available to You from time to time through the HP One Site or other channels.

“Service Account” or “My Account” means Your user account that must be created at the time of enrollment for HP One Services and maintained throughout any provision of Services to You.

“Service Bundle” means the Devices and Subscription Services selected by You.

“Subscription Services” means (a) the Core Services; (b) any Optional Services selected by You; (c) HP’s software, documentation, systems, data, account information, and any and all other information, data, documents, materials, works and other content; and (d) Third-Party Services, materials or information, in any form or medium, including any software, documents, data, content, specifications, products, games, devices, equipment or components that are used in conjunction with, or of, or relating to the Services, or use thereof that are not owned or proprietary to HP, that are provided to or accessed by You through HP One Services or used by HP in connection with the Services including, but not limited to the Site, Add-Ons and other related products and services. **“PC Subscription Services”** means the Subscription Services related to Your PC and PC peripheral/s. **“Printer Subscription Services”** means the Subscription Services related to Your printer and printer peripheral/s.

“Support Services” has the meaning as described in the Agreement and any addendum hereto including but is not limited to, payment processing, Dashboard services, and customer support.

“Subscription Fee” means the fee You pay for the Subscription Services that are made available during a Subscription Term and any charge for overages based on Your use of the Subscription Services.

“Subscription Term” means the period for which You have access to Subscription Services beginning on the Enrollment Start Date.

“Supplemental Terms” means additional policies or agreements related to the provision of the HP One Services which HP may present to You through Your Dashboard, HP product

datasheets, acknowledgement e-mails, the Site, or otherwise. Supplemental Terms are incorporated into and form a part of this Agreement.

“Third-Party Services” means any services, materials or information, in any form or medium, including any software, documents, data, content, specifications, products, games, devices, equipment or components that are used in conjunction with, or of or relating to the Services, or use thereof that are not owned or proprietary to HP.

Provision of the HP One Services.

HP allows You to combine Your Devices and Subscription Services, and Support Services, available to You as a Service Bundle as follows:

- i) Your selected Devices are available through financing with select financing partner(s) (as defined in Section 9 below), to qualified customers, subject to and in accordance with any additional terms from such financing partner(s) that may apply.
- ii) Your Subscriptions Services are available on a subscription basis according to the terms of this Agreement.
- iii) Your Service Bundle plan includes, at a minimum, Your selected Devices, and the related Subscription Services. Services descriptions, payment terms, and additional terms and conditions for certain Core Services, Support Services, and Optional Services are set forth in the applicable Addenda.

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1. Data Collection

a) Personal Data

The collection and use of personal data shall be governed by the HP Privacy Statement located at www.hp.com/go/privacy. The HP One Services collects Your name, shipping address, city, state, zip code, province, email, Device model, Device serial number, Enrollment Start Date, date of Device shipment, date of delivery of Devices and date of the Device Services cancellation, any applicable metrics from remote monitoring, telemetry data, analytics, and information from Cookies. All data is collected to provide the HP One Services to You.

b) Remote Monitoring

HP must be able to remotely monitor (1) Your Device status, and (2) Your Usage of the HP One Services, in order to ensure that You are receiving the requested HP One Services, to prevent unauthorized use of Your Service Account, and to improve Your experience with Devices and the HP One Services. Remote monitoring may include provision to HP of energy level, battery, ink level, responsiveness of Devices, app installation times, peripheral devices and other types of metrics related to Your HP One Services as may be added by HP from time to time. Remote monitoring may also be used, with Your consent, to improve Your experience with HP Devices.

c) Personalization

HP collects analytic data for personalized offers and promotions. Personalization includes remembering Your preferences on the Devices to include location, volume setting, screen brightness and other settings. HP will work to optimize Your performance for Your use of the HP One Services. Predictive options may or may not include decisions that impact Your use of Services.

d) Sharing of Personal Data

In order to provide You with the HP One Services and optimize Your experience, with Your consent, HP will need to share Your personal data with HP's partners regularly. Your personal data will be handled according to the privacy policies of those other companies which may differ from HP's policies and practices. For purposes of this paragraph, "personal data" includes data such as Your name; shipping address; city; state; zip code; province; email; Device model; Device serial number; Enrollment Start Date; date of Device shipment; date of delivery of Devices and date of the Device Services cancellation, any applicable metrics from remote monitoring.

2. Agreement To Contract Electronically

You agree to contract electronically with HP. This means that when You first click the button to complete Your purchase of the HP One Services, and by consenting to the terms herein, You are affirmatively agreeing to all of the terms in this Agreement, and any associated Addenda, with the intent of entering into a binding contract with HP. You further acknowledge and agree that all information pertaining to Billing/Invoice relating to Devices and Subscription Services will be communicated to You through Dashboard and/or [My Account](#).

3. Registration and Activation of Your Service Account

a) Creation of Service Account

You must maintain, at Your own expense, a valid email account or, if applicable, texting capability, to receive notices and other information regarding the HP One Services and this Agreement. In order to purchase and receive the HP One Services, You must use an existing account or create and maintain Your Service Account. Upon completion of Your registration, We will send You an email confirming Your enrollment in the HP One Services, the activation of Your new Service Account, and a link to this Agreement and applicable Addenda. Once activated, Your Service Account will be accessible on Your Dashboard of our website ("**Site**"). You can download the invoice copy for the Devices and monthly subscription services through Dashboard and/or [My Account](#). You will manage Your Devices and Subscription Services through the Dashboard. (See Section 9 "**Paying for Your Service**").

4. Selecting a Service Bundle

With Your Service Account, You will select from the various Device offerings along with which You will also get the related Core Services offerings. You may also select Subscription Services, including Optional Services, in addition to the Core Services, to create Your own Service Bundle. More detailed information on available Devices, Subscription Services, Core Services, Repair and Replacement Services and Optional Services are set forth in the attached Addenda and on the Site. The Addenda may be amended or modified from time to time by HP and any third-party service provider. Any material changes will be communicated with You by email, or text message, or

messages, or by posting notices on our Site or to Your Dashboard. Your continued use of the HP One Services after notice of modification has been given is deemed Your acceptance of the modification. Your Service Account and the HP One Service You purchase is non-transferrable and non-assignable.

5. Modifications to Agreement, Services, and Subscription Fees

a) HP may modify this Agreement or any part, version, or feature of the Services (including without limitation the Services descriptions, Service Bundles, Subscription Fees, Device Fee or promotions) at any time to:

- reflect changes in HP technology / other systems;
- reflect changes in regulatory requirements or legislative changes;
- implement new Service offerings, Service Bundles, promotions, or programs;
- implement minor adjustments and improvements which will not affect Your use of the Services;
- reflect changes in HP's costs; and
- for any other valid reason.

b) HP may communicate with You by email, or text message, or by posting notices on our Site or to Your Dashboard. We will give You thirty (30) days' prior notice of any of the above modifications. Notice is deemed given on the earliest day that (i) We post the notice to Your Dashboard or Our Site, or (ii) We email notice to the email listed on Your Dashboard, or (iii) send a text to the phone number listed on Your Dashboard. You agree that all such notices, disclosures, and other communications that HP provides to You electronically satisfy any legal requirement that such communications be in writing. Costs associated with You maintaining an email account or Service Account or text messaging capability are Your responsibility and are not included in the Services.

c) In any event, You agree that Your continued use of the Services after notice has been given will be deemed Your acceptance of the modified Agreement and such other modifications as listed above. If You do not accept the modifications, do not use the Services and cancel it subject to the directions in Section 11 ("**Cancellation**") below. We will endeavor to post prior versions of this Agreement, if any, for the preceding 36-month period.

d) Changes to the Services

HP will occasionally provide automatic bug fixes, updates or upgrades or make modifications to the Services in its discretion including, without limitation, to maintain or enhance Your experience, improve the cost efficiency or performance or competitive strength of the Services, or to comply with applicable laws, regulations, or orders. These changes may not be consistent across all Devices and may include the addition or discontinuance of a feature or functionality. HP reserves the right to make changes with or without notice to You. All such upgrades and modifications are provided to You pursuant to this Agreement.

HP reserves the right to change or update information and to correct errors, inaccuracies, or omissions at any time without prior notice, including by revising Your order accordingly if necessary (including charging the correct price) and/or cancelling Your subscription and refunding any amount charged.

HP continually upgrades and revises its products to provide You with new products. HP may revise, discontinue, or modify products at any time without prior notice to customers, and products may become unavailable without notice. HP shall have no liability of any kind if a product that has been ordered is unavailable. If necessary, HP reserves the right to substitute items of equal or greater value when an item is unavailable or HP may cancel the order.

6. Your Responsibilities

a) Representations, Warranties, and Covenants

By purchasing the Service, You hereby represent, warrant and covenant that:

- i. You are at least eighteen (18) years old, have the legal right, capacity and authority to enter into this Agreement with HP and to be legally bound by its terms;
- ii. You are not purchasing the Services in Your capacity as a public sector employee or otherwise intend to use the Services for any government or public sector-related use;
- iii. Any and all information provided by You to HP or HP authorized third parties in connection with the Service, including but not limited to personal data (e.g., Your name, address, credit/debit card number and expiration date, other information on regarding Your Payment Method (as herein defined), and email or text messaging account information), is true, accurate and complete, and You will notify HP or the HP authorized third party, as applicable, of any change to such information;
- iv. You are purchasing the Services for Your individual use, and not for resale, redistribution or to otherwise share with any other person or entity, and You will not offer the Services to any person or entity or collect any fees in connection with the Services;
- v. You shall not abuse the Services or otherwise engage in illegal activities with respect to the Services (including without limitation by tampering with the Services or attempting to use any device, software, routine or data that interferes or attempts to interfere with the working or functionality of the Services), and You alone are responsible and liable for anything printed by Your Printer while using the Services;
- vi. You are responsible for the actions of others who use Your Service Account, Your Dashboard, or otherwise use Your Service; and
- vii. You are responsible for all usage of Your Service Account and will indemnify HP and hold HP harmless with respect to all claims, liabilities, losses and other costs arising from Your breach of this Agreement or otherwise related

to Your use of the Service. HP reserves the right to assume the exclusive defense and control of any matter otherwise subject to indemnification by You, and in doing so will not excuse Your indemnity obligations.

b) Credentials to Third-Party Services

If You are accessing the Services Using credentials from Third-Party Services, then You must comply with all applicable terms and conditions of such third-party regarding provisioning and use of such credentials.

c) Responsibility for users

You are responsible for the use of the Services and any activity under Your Service Account by You and any user regardless of whether the actions Were authorized or unauthorized and Your knowledge of such actions.

d) Acceptable use of the Services

You must not misuse or abuse the Services and shall not engage in any of the following activities:

- i. Compromising the integrity of the Services, including probing, scanning, or testing the vulnerability of the Services or network unless otherwise authorized by HP to perform such activities.
- ii. Using the Services for any different purpose than it was intended for in its corresponding usage parameters or documentation.
- iii. "Phishing", "spoofing", misrepresentation of Yourself or falsely implying any association with HP.
- iv. Using the Services to violate the privacy of others, including phishing, posting other people's confidential information without prior consent or collecting and gathering personally identifiable information about other customers using the Services.
- v. Using the Services to stalk, harass, or post direct content that is obscene, violent, libelous, or otherwise unlawful or tortious against others.
- vi. Using the Services for any illegal purpose, or in violation of law (including without limitation, data, privacy, and export control laws).
- vii. Accessing, copying content, or searching the Services by any means other than our publicly supported interfaces.
- viii. Disparaging HP, its partners and its affiliates.

If HP believes a violation of this Section 6(d) has occurred, HP may suspend or terminate Your access to and use of the Services or terminate this Agreement, without advance notice to You. HP reserves the right, but are not required to under this Agreement, to take any action against anyone who, in our sole discretion, violates, or is suspected of violating this Section 6(d) including, without limitation, reporting a violator to law enforcement authorities or cooperating with law enforcement who validly request information from Us.

e) Notifications

You are responsible for reviewing all notices, reports, documents, or materials made available to You by HP and, if appropriate, to make such information available to any other users of Your Services Bundle. If You receive any notice from a third party that may affect our provision of Services to You, You must provide HP with the notice in a timely manner.

f) Compliance with Laws

You will be solely responsible for compliance with any and all applicable laws, rules and regulations in connection with Your and any other user of Your Services Bundle.

7. Service Requirements; Updates and Internet Connections

You expressly acknowledge that HP may remotely change, patch, update or otherwise modify the Product's software, firmware or programming, to provide the Service to You, and/or to comply with applicable laws. Such updates may run autonomously based on entitlement, without notice to You. Unless otherwise indicated, any software or firmware that is downloaded to the Product or otherwise provided to You to enable the Service is provided pursuant to the software licensing terms accompanying the Product or mentioned in this Agreement or any accompanying Addenda. To fully use and benefit from the Service, Your Products must be connected to the Internet.

8. Third-Party Services

Your use and access to the Services may require Third-Party Services to operate or integrate with the Services. Some Third-Party Services may be made available through the Subscription Services. Your use of any Third-Party Services is exclusively governed by a separate agreement between You and the third-party provider. You will comply with all terms and conditions and obtain all required permissions and consents applicable to the use of Third-Party Services. If You enable or use Third-Party Services, HP will allow the third-party providers to access or use data relating to You or Your Usage as required for the interoperation of their products and services with our Services. This may include transmitting, transferring, modifying, or deleting data, or storing data on systems belonging to the Third-Party Services. Any Third-Party Services' use of data related to You is subject to the applicable agreements between You and such third-party providers. You acknowledge and agree that You have sole responsibility for and assume all risks arising from Your use of Third-Party Services and maintenance of appropriate accounts in good standing; and that as between You and HP, Your sole remedy with respect to such Third-Party Services shall be with the third-party provider. HP does not guarantee that the Services will maintain integrations with any Third-Party Services and HP may disable integrations of the Services with any Third-Party Services at any time with or without notice to You. For clarity, this Agreement governs Your use of and access to the Services, even if accessed through an integration with a Third-Party Service; however, in the event that any Third-Party Services terms conflict with this Agreement, such Third-Party Services shall control Your use of and access to the Services.

HP DOES NOT WARRANT, ENDORSE, INDEMNIFY OR SUPPORT ANY THIRD-PARTY SERVICES AND SHALL NOT BE LIABLE FOR ANY BREACH, FAILURE, OR UNAVAILABILITY OF THE THIRD-PARTY SERVICES FOR ANY REASON WHATSOEVER. UNDER NO CIRCUMSTANCE WILL HP BE RESPONSIBLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS OR DAMAGE ASSOCIATED WITH SUCH THIRD-PARTY SERVICES AND YOUR CHOICE TO USE SUCH IS AT YOUR OWN DISCRETION AND RISK.

9. Paying For the Services

As discussed further below, Your Fee is calculated based on Your selected Devices and Subscription Services. Your Fee also includes any overage charges or additional costs that may be applicable to the Fee or are based on Your use of certain HP One Services.

a) Financing with Financing Partner

Financing made available to You with our current financing partner Citizens Pay (a brand name of Citizens Bank, N.A) or by any another finance provider that HP partners with in the future (each a “**Financing Partner**”), may be available for select Devices and Services. HP has partnered with Citizens Pay to offer a line of credit financing product. If applicable You may use Your Citizens Pay line of credit to pay Your monthly Fees. To enroll for HP One Services, You are required to apply for financing from our Financing Partner, and Your enrollment is conditioned on our Financing Partner approving Your application. You acknowledge and agree that the approval or decline of Your line of credit application is subject to individual credit approval and shall be the discretion of the Financing Partner. Financing application and line of credit shall be subject to the terms and conditions of the Financing Partner.

- i. Your Fees will be charged by HP to Your line of credit or other financing arrangement provided by our Financing Partner on a monthly basis and will be reflected in Your monthly billing statement provided by the Financing Partner as set forth below. You agree to pay our Financing Partner as required by the Financing Partner’s line of credit agreement, which will be provided to You separately. Your Financing Partner’s line of credit agreement constitutes an agreement between You and Financing Partner that is separate and independent from Your relationship with HP, and You will owe Financing Partner Your Fees under the Financing Partner’s line of credit agreement. Your failure to abide by the terms and conditions of Your Financing Partner’s line of credit agreement may impact Your access and use HP One Services. For example, Your failure to pay Your Fees may result in termination of Your Subscription Services. You hereby permit and authorize HP and Financing Partner to share any and all information with each other relating to Your HP One Services enrollment including without limitation the details of Your Service Bundle and whether or not You are in good standing under Your Financing Partner’s line of credit agreement. HP disclaims any and all liabilities arising out of breach of Financing Partner’s line of credit agreement by You or Financing Partner.

b) Billing Statement and Payment Processing.

- i. All Fees shall be set forth in Your monthly billing statement provided by our Financing Partner. The delivery of Your monthly billing statement and processing of payments shall be governed by and subject to the Financing Partner's line of credit agreement.
- ii. Your monthly billing statement delivered by our Financing Partner be available for review on Your Dashboard.
- iii. HP reserves the right to change or add third-party payment processors at its discretion.
- iv. Failure to connect a Device to the Internet may impact accuracy in charging Your Payment Method for certain portions of Your monthly Subscription Fee due.

c) Billing Cycles and Invoicing

- i. Your use of HP One Services will consist of twenty-five (25) or more (as applicable) billing cycles (each, a "**Billing Cycle**"). The first Billing Cycle will commence on the Enrollment Start Date.
- ii. Each Billing Cycle will close on the date one (1) month after the commencement of the Billing Cycle, and the next Billing Cycle will commence on the date that immediately follows. In the event the payment due date falls on the 29th, 30th or 31st of a calendar month, it will be reassigned to the first day of the next month.

d) Fees Due and Payable for Each Billing Cycle

- i. 1st Billing Cycle. Your billing statement for the first Billing Cycle will reflect only Device Fees that incurred during the cycle.
- ii. 2nd Through 24th Billing Cycle. Your billing statement for Billing Cycles 2 through 24 will reflect Device Fees that incurred during the applicable Billing Cycle and Subscription Fees that incurred during the immediately preceding Billing Cycle.
- iii. 25th Billing Cycle. Your billing statement for the Billing Cycle will reflect only Subscription Fees that incurred during the preceding Billing Cycle.

e) HP's right Upon Payment Defaults

- i. In the event You fail to timely remit payment to the Finance Partner, HP may suspend or otherwise limit Your access to the Services until payment in full can be collected by the Financing Partner. HP may terminate this Agreement and the Subscription Services in part or full if Your delinquency is not timely cured. As discussed further in Section 11 (Cancellation) of this Agreement, notwithstanding any suspension or termination, You must continue paying Your monthly Device Fee and any applicable Subscription Fee until the end of Your HP One Services. You will continue to have access to Your Device, including any inbuilt features, during any suspension period and after termination, as applicable.

- ii. In the event of nonpayment, the Financing Partner may report Your delinquency to one or more credit bureaus. The Financing Partner may also apply late fees, interest and other charges and penalties as provided in the Financing Partner's line of credit agreement.
- f) Paying For the Services During any Renewal or Extension Period
- i. At the expiration of Your PC Subscription Term, You may elect to purchase a new Device and/or extend or renew Your HP One Services.
 - ii. Your Printer Subscription Term may continue unless You select to cancel the Device as per Section 11 below.
 - iii. You can elect to extend certain PC Subscription Services as available to You at that time for an additional twelve (12) months beyond Your Subscription Term. Some offerings may be extended for additional periods of time. The Subscription Fees will be charged monthly in accordance with the terms to this Agreement. PC Subscription Services will not automatically auto-renew; rather, if You do not renew, then the Subscription Services will terminate at the end of the initial twenty-four (24) months. For printer Devices, if You choose to upgrade to a new Device, any Subscription Fees paid will be for the new Device.
 - iv. Payment during any renewal or extension period shall be governed by the payment terms and conditions applicable at that time, which shall be made available to You.
- g) Price Increases
- i. HP may increase or otherwise change the Device Fee, Subscription Fee and page set Fee, and introduce additional fees, for any constituent of a Service Bundle, or otherwise change or add new Services at any time in HP's sole discretion with prior notice to You in accordance with Section 5 ("**Modifications to Agreement, Service, and Subscription Fees**"). Any such changes to the Device Fee, Subscription Fees and Overage Fees and the addition of other fees will become effective no earlier than thirty (30) days after HP's announcement of those changes or additions.
- h) Additional Payment Terms
- i. Overage Fees. Your monthly Fee will include any charges for upgraded services, or in the case of printer products, for additional pages ("**Overage Fees**"), plus taxes.
 - ii. Fees and Adjustments. Your Fee may be adjusted during Your Subscription Term if You make changes in Your Service Account, including but not limited to upgrading or downgrading Your Subscription Services, increasing or decreasing Your Device limit, exceeding applicable limits, subscribing to add-on Services, or becoming subject to any credit or additional charges. Fee adjustments may be made by issuing and applying the credits or charges to Your account, as applicable.

- iii. Disputed Fees. If You have any dispute regarding any Fees charged to You by our Financing Partner for the Devices, You may contact and notify our Financing Partner by visiting [here](#) or by calling at 888-727-9110 within thirty (30) days of the date of the invoice in dispute or any specific number of days mentioned in Your Financing Partner's line of credit financing agreement, whichever is earlier. If You have any dispute regarding any Fees charged to You by HP for Your Subscription Services, You may contact and notify Us by calling 1-866-204-8618 within thirty (30) days of the date of the invoice in dispute. Where applicable HP will cooperate with You and the Financing Partner (or other third-party payment processor) to resolve the applicable dispute in a reasonable manner.
- iv. Taxes. All Fees stated in Your invoice are exclusive of taxes, levies, duties, tariffs or similar governmental assessments, including, sales, value-added, goods and services tax, use or withholding taxes, assessable by any jurisdiction, (collectively, "Taxes"). You agree to pay all Taxes, and any related penalties and interest, associated with the use of the Services, except for those taxes based on HP's net income. If applicable law requires Us to charge, collect and remit any Taxes on Your behalf, such Taxes will be added to Your billing statement for payment by You. In such case, You represent that You are registered for tax purposes with the appropriate taxing authority, and at HP's request, You will provide Us with Your tax registration number and any other necessary information requested. Posted prices do not include sales tax, which will be charged to You where applicable.
- v. Errors or Mistakes in Pricing. HP reserves the right to correct any errors or mistakes in pricing that it makes, even if it has already requested payment. HP disclaims any liability for damages or losses relating to any loss of profits or loss of commission as a result of business transactions not concluded due to price adjustments.
- vi. Not a Lease. You acknowledge and agree that the transactions contemplated by this Agreement, and the provision of the Services hereunder, are not intended to and will not constitute a lease for any purpose whatsoever, including, without limitation, any consumer protection laws.
- vii. Add-ons. HP may make Add-ons available to You for purchase on a per Device basis or for a flat fee, as applicable. If not purchased on the Enrollment Start Date, Add-ons will be co-termed to the underlying HP One Services term. All Add-ons are subject to the terms of this Agreement and any applicable Supplemental Terms.

10. Managing Your Service

a) Your Dashboard

The details of the Services, including billing information, will be displayed on Your Dashboard. Your Dashboard will provide You with, among other items, the current status of the Products in Your Service Bundle, number of pages used (if You have

printers), device upgrade eligibility status, telephone number for HP One support services, and payment status.

b) Customer Support Center

As part of Your subscription to the Services, You will have access to HP One Customer Support. You may access HP One Customer Support at 1-888-447-0148. You may use HP One support services if You need assistance with the Services or Your Service Account, or have questions regarding Your Monthly Subscription Fee, Fees or the billing process.

c) Changing Your Service Bundle

You may change Your Service Bundle for adding or removing any Optional Services by following the directions on Your Dashboard or by calling HP One Customer Support at the number stated above. The Core Services cannot be changed individually, although they can be cancelled as a whole for any of the months. Changes will be effective, based on the changes You are making either (1) immediately, and applied retroactively to the current Billing Cycle, or (2) from the beginning of the next Billing Cycle. You will be notified that such changes have been applied at the time You make the change. If You have any questions, contact HP One Customer Support at: 1-888-447-0148. You may view Your current Service Bundle and other details on Your Dashboard.

11. Cancellation

a) Cancellation by You

You may cancel Your Services at any time by giving notice through Your [My Account](#) or by calling the HP One Services Customer Support. After the first thirty (30) days, the Services will stand cancelled effective as of the last day of Your current monthly payment period. For example, if Your current monthly payment period runs from January 15th to February 15th, and You submit a cancellation request to HP on January 30th, Your Services will be cancelled as of February 15th.

You may also be able to cancel certain Services partially if applicable and made available by HP under the Services at a future date, in which case Your account status will reflect the change at the end of the month.

Should You exercise the cancellation right provided in this Section, if applicable, You may receive a refund. Please check the individual service terms for more details. For more information on Cancellation please refer to the process below:

i. Cancellation within the first thirty (30) days.

Within the first thirty (30) days, You may cancel Your HP One Device(s) and all of Your Subscriptions Services by logging into [My Account](#) and clicking "Cancel" or by calling 1-888-447-0148 for HP One Printers and 1-866-204-8618 for HP One PCs . Upon receiving Your cancellation request, You will be

emailed a prepaid return label for Your Device which must be returned within 10 days of receipt of Your return label.

ii. Cancellation after the first thirty (30) days.

Your Devices cannot be cancelled and must be paid in full as set forth in Your Financing Partner's line of credit financing agreement. If Your Device's applicable Repair and Replacement Service is bundled with Your Device, it also cannot be cancelled and must be paid in full as set forth in Your Financing Partner's line of credit financing agreement. If Your Repair and Replacement Services is bundled with Your Subscription Services, it may be cancelled with all of Your other PC Subscription Services; OR all of Your other Print Subscription Services or all of Your other PC and Print Subscription Services, collectively, at any time by logging into [My Account](#) and clicking "Cancel" or by calling 1-888-447-0148 for HP One Printers and 1-866-204-8618 for HP One PCs. Individual Subscription Services cannot be cancelled.

b) Cancellation Fees

i. Cancelling Within Thirty (30) Days of Enrollment

If, for any reason, You cancel the Service within thirty (30) days of enrollment, and You return any Products secured under this Agreement, You may be billed for the first thirty (30) days including any minimum fee and/or late fee. Further, in the event there is a delay in payment of such bill for the first thirty (30) days, the Financing Partner may report such minimum fee and/or late fee applicable to Your Service Account to the credit bureaus once Your account is thirty (30) days past due. Any applicable amount may be refunded to You when You return the Devices. You must return the Devices within ten (10) days from the date of cancellation initiation.

ii. Cancelling Services in the First Twenty-Four (24) Months

If You cancel Your Services after thirty (30) days but within the first twenty four (24) months from, the later of, (A) Your Subscription Start Date, or (B) the date You last added a Product to Your Service, Your Payment Method will continue to be charged, or You will be invoiced, for the remainder of such twenty-four (24) month period for the Product portion of the Subscription Fee. The portion of the Subscription Fee representing the fees for the Service will be discontinued beginning on the next monthly payment period. After the first thirty (30) days, the Subscription Services can be cancelled at any time, provided You can only cancel Subscription Services for either PCs or Printers in its entirety. Individual Subscription Services cannot be cancelled. If You have both Printer and PC Devices, You may cancel all PC Subscription Services, all Printer Subscription Services or both at any time subject to this Section 11.

iii. Cancelling Service after the Second Year

If You cancel one or more of Your Service(s) more than twenty four (24) months after, the later of, (A) Your Subscription Start Date, or (B) You have added a Product to Your Service, the Service will be discontinued beginning on the next monthly payment period and no further Subscription Fees will be charged to Your Payment Method or invoiced to Your Service Account. If You have PC and print services, You may choose to cancel either service and retain the other by marking the changes on Your Dashboard.

c) Cancellation/Termination by HP

i. Cancellation upon reasonable notice.

In addition to HP's rights under Section 5 ("**Modifications to Agreement, Service, and Subscription Fees**"), HP may cancel Your Services at any time at its sole discretion for any or no reason upon thirty (30) days notification to You. Such reasons for cancelling Your Services may include, but are not limited to, HP ceasing to provide the Services in general or a particular version, part or feature of the Services. HP will give at least thirty (30) days prior notification to You at the email address or, if applicable, the phone number listed on Your Dashboard, by posting a notification to Your Dashboard, or by notification on the Site. HP may cancel Your Services and this Agreement at any time in its sole discretion immediately upon notification to You if (i) You breach the terms of this Agreement (including but not limited to failing to pay any portion of the Subscription Fee due and owing for the Services); or (ii) HP in its sole discretion believes that You otherwise abused the Services or engaged in any other action that merits termination of Your use of the Services.

d) Consequences of Cancellation

You agree that HP will not be liable to You for any cancellation of Your Services or refusal of access to the Service, Dashboard, or Site. Upon cancellation of Your Services for any reason mentioned in this Agreement, any rights granted to You under this Agreement will terminate and You must immediately cease all use of the Service. Furthermore, any incentives that You earned pursuant to any promotions offered by HP will likewise cease with immediate effect.

e) Cloud storage available with HP One PC devices only. Windows Devices -->

Microsoft 365 Personal: At the end of Your twenty-four (24) month HP One term or if You cancel Your HP One Subscription Services, Your Service Account's storage allotment will revert to 5GB of free storage. You can still access and download all Your files for up to three (3) months by signing into OneDrive directly Using the Microsoft account You used to set up Microsoft 365 Personal. However, Your additional subscription storage over 5GB is lost, so You must save Your files elsewhere or buy more OneDrive storage from Microsoft before three (3) months

to avoid loss of Your files/data/images. If You extend or upgrade Your HP One plan before the end of Your twenty-four (24) month term You will continue to have access to all Microsoft 365 Personal applications and OneDrive storage.

- f) Google One: At the end of Your twenty-four (24) month Subscription Term, Your Service Account's storage allotment will revert to 15GB of free storage. If You are Using more than 15GB of storage, You will have access to Your current files, but will not be able to store anything new until storage space is freed up or a Google One membership is purchased. You may access and download Your files for up to two (2) years by signing into Your Google One account directly Using the Google account You used to set up Google One. If You extend or upgrade Your HP One Services before the end of Your twenty-four (24) month term, You will continue to have access to Google One member benefits and cloud storage. The details of Google One terms of services is available [here](#).

12. Feedback and use of Data

a) Feedback

If You send or transmit any communications, comments, questions, suggestions, or related materials to HP, whether by letter, email, telephone, or otherwise (collectively, "**Feedback**"), suggesting or recommending changes to the Services, including, without limitation, new features or functionality relating thereto, all such Feedback is, and will be treated as non-confidential and non-proprietary. Except as prohibited by applicable law, You hereby assign all right, title, and interest in, and HP is free to use, without any attribution or compensation to You, any ideas, know-how, concepts, techniques, or other intellectual property and proprietary rights contained in the Feedback, whether or not patentable, for any purpose whatsoever, including but not limited to, developing, manufacturing, having manufactured, licensing, marketing, and selling, directly or indirectly, products and services Using such Feedback. Where the foregoing assignment is prohibited by law, You hereby grant HP an exclusive, transferable, worldwide, royalty-free, fully paid up license (including the right to sublicense) to use and exploit all Feedback as We may determine in HP's sole discretion. Notwithstanding the foregoing, You understand and agree that HP is not obligated to use, display, reproduce, or distribute any such ideas, know-how, concepts, or techniques contained in the Feedback, and You have no right to compel such use, display, reproduction, or distribution.

b) Rights in Your Data

As between the parties, You and HP will retain all right, title and interest (including any and all intellectual property rights) in and to Your data as provided to HP. Subject to the terms of this Agreement, You hereby grant to HP a non-exclusive, worldwide, royalty-free right to use, copy, store, transmit, modify, create derivative works of and display Your non-personal data for its business purposes. Notwithstanding anything to the contrary herein, You agree that HP may obtain and aggregate technical and other data about Your use of the Services that is non-personally

identifiable with respect to You (“**Aggregated Anonymous Data**”). HP may use the Aggregated Anonymous Data to analyze, improve, support and operate the Services and otherwise for any business purpose during and after the term of this Agreement, including without limitation to generate industry benchmark or best practice guidance, recommendations or similar reports for distribution to and consumption by You and other HP customers. HP shall own all right, title and interest in and to the Aggregated Anonymous Data. For clarity, this Section 12(b) does not give HP the right to identify You as the source of any Aggregated Anonymous Data.

c) Use of Data

You are solely responsible for any data uploaded or stored on the Services by You or other users of Your Service Bundle. In no event shall HP be responsible for the use or misuse of any data by You or other third parties. You warrant and represent that You either own or have the right, license or necessary consents to provide all data. HP does not provide any long term archiving service and You agree that You are responsible for backing up Your data. HP expressly disclaims all other obligations with respect to data. Your Personal Data will be retained in accordance with Our [Privacy Notice](#).

13. General Terms and Conditions

a) No Warranty

Other than any express warranties specified herein, in the associated Addenda, or in the Support Services, You agree that to the fullest extent permitted by law, the Service, Dashboard, and Site are provided by HP on an "as is" and "as available" basis. To the fullest extent permitted by law, HP does not provide any warranty whatsoever with respect to the promotions, the Services, and the Site, and expressly disclaims all warranties of any kind (express, implied, statutory or otherwise) related thereto, including but not limited to implied warranties of merchantability, fitness for a particular purpose, title, and noninfringement. Without limiting the foregoing, HP does not warrant that the Services or the Site will be uninterrupted, error-free or virus-free or that defects will be corrected, and makes no warranties regarding their timeliness, accuracy or reliability.

b) Intellectual Property Rights

You will not gain, by virtue of this Agreement, any rights of ownership of copyrights, patents, trade secrets, trademarks or any other intellectual property rights owned by HP. HP will retain exclusive ownership of the Service, Dashboard and the Site and will own all intellectual property rights, title and interest in any ideas, concepts, know how, documentation and techniques relating to the Services, Dashboard, and the Site. HP, and any other Product or Services name, slogan or logo contained in or on the Services, Dashboard, or the Site are trademarks of HP or its licensors and may not be copied, imitated or used, in whole or in part, without the prior written permission of HP or the applicable trademark owner. You may not use any metatags

or any other hidden text utilizing any trademark of HP without HP's prior written permission.

Some content or other materials on the Services belong to third parties who have authorized HP to display the content or other materials, such as third party retailer logos. By Using the Service, You agree not to copy, distribute, modify or make derivative works of any such content or other such materials without the prior written consent of the owner of such materials.

c) Limitations of Liability and Remedies

IF YOU ARE IN ANY WAY DISSATISFIED WITH THE SERVICES OR ANY PART THEREOF INCLUDING, BUT NOT LIMITED TO, A SERVICE PLAN, PROMOTION OR THE SITE, TO THE FULLEST EXTENT PERMITTED BY LAW, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USING THE SERVICE AND/OR THE APPLICABLE HP SERVICE PLAN. TO THE FULLEST EXTENT PERMITTED BY LAW, IN NO EVENT WILL HP, ITS SUCCESSORS, OR AFFILIATES BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING BUT NOT LIMITED TO DOWNTIME COSTS, LOST PROFIT, LOST REVENUE OR LOST DATA OR OTHER CONTENT) OR OTHER DAMAGES ARISING OUT OF OR IN ANY WAY RELATED TO THE SERVICE, OR THE SITE, WHETHER BASED IN CONTRACT, TORT, STATUTE OR ANY OTHER LEGAL THEORY, EVEN IF HP, ITS SUCCESSORS, OR AFFILIATES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE. WITHOUT LIMITING THE FOREGOING, TO THE EXTENT HP, ITS SUCCESSORS, OR AFFILIATES ARE HELD LEGALLY LIABLE TO YOU, HP'S, ITS SUCCESSORS', AND AFFILIATES' AGGREGATE MAXIMUM LIABILITY TO YOU IS LIMITED TO THE AMOUNT OF YOUR MONTHLY SUBSCRIPTION FEE PAID BY YOU TO HP FOR THE SERVICE AND/OR AN SERVICE PLAN FOR THE ONE MONTH PERIOD IMMEDIATELY PRECEDING THE DATE ON WHICH YOUR CLAIM AROSE OR SUCH AMOUNT AS IS THE MINIMUM AMOUNT ALLOWABLE AS SUCH A LIMIT ON LIABILITY. TO THE FULLEST EXTENT PERMITTED BY LAW, THE REMEDIES PROVIDED IN THIS AGREEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. Some jurisdictions do not allow the exclusion or limitation of particular types of damages, so the above limitation or exclusions may not apply to You in their entireties but will apply to the maximum extent permitted by applicable law.

d) Compliance with Laws, Including Export Laws

You agree to comply with all applicable laws and regulations. Without limiting the foregoing, You are responsible for compliance with U.S. and other applicable countries' export control laws and regulations ("**Export Laws**"). You will comply with all Export Laws to ensure that the Services and any related materials, including but not limited to technical data, are not (1) exported or re-exported, directly or indirectly, in violation of Export Laws, or (2) used for any purpose prohibited by Export Laws, including without limitation nuclear, chemical or biological Weapons proliferation. Without limiting the foregoing, You agree that the Service and related materials may not, in violation of any Export Laws or other applicable laws or regulations, be

exported or re-exported (i) into any U.S. embargoed countries, or (ii) to anyone on the U.S. Treasury Department's list of Specially Designated Nationals or the U.S. Commerce Department's Table of Deny Orders. You represent and warrant that You are not located in, under the control of, or a national or resident of any such country or on any such list.

e) No Responsibility for Third Party Materials and Websites

Certain content, offers, products, services and other materials made available via the Services to You are from third parties ("**Third Party Materials**"), and You agree that HP is not liable for Third Party Materials. Your use of Third-Party Materials is at Your own risk and may be subject to additional terms. In addition, links from the Services and the Site to third party websites ("**Third Party Websites**") may be provided, and HP is not liable for Third Party Websites or Third-Party Materials made available through them. The HP Privacy Statement is not in effect on Third Party Websites and HP is not liable for any use of Your information by them. Please reference the Addenda, if any have been provided, for more information on the Third-Party Services provider and their services.

f) Governing Law and Online Dispute Resolution

Any disputes arising out of or otherwise relating to this Agreement, whether based on contract, tort, fraud, or any other legal theory, shall be governed by the law of the State of California without regard to its conflict-of-law principles.

YOU AGREE THAT, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY AND ALL DISPUTES, CLAIMS, AND CAUSES OF ACTION ARISING OUT OF OR CONNECTION WITH THE WEBSITE AND THESE TERMS WILL BE RESOLVED INDIVIDUALLY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING IN THE FORUM DESIGNATED ABOVE, WITHOUT RESORT TO ANY FORM OF CLASS ACTION.

Time Bar: ANY CLAIM YOU HAVE MUST BE COMMENCED WITHIN ONE (1) YEAR AFTER THE DATE OF THE CLAIM.

g) Availability of Services.

- i. HP cannot conclusively guarantee uninterrupted service. HP, however, will use commercially reasonable efforts to make the Services available to You, except for planned downtime, unavailability of the Services beyond our control including, by way of example, a Force Majeure Event, Internet service provider failure, or delay or denial of services attack, or any unavailability of Third-Party Services. HP may from time to time in its discretion engage third parties to perform Services.
- ii. HP is not responsible or liable for any delay or failure of performance caused in whole or in part by Your delay in performing, or failure to perform, any of Your obligations under this Agreement including, but not limited to, Your

failure to maintain software or hardware required for the Services to operate.

h) Security and Privacy.

HP agrees to use commercially reasonable technical and organizational measures designed to prevent unauthorized access, use, alteration or disclosure of the Services or Customer Data. However, HP will have no responsibility for errors in transmission, unauthorized third-party access or other causes beyond HP's control. If Your Personal Data are inadvertently breached or disclosed, You will be notified in accordance with Our [Privacy Notice](#).

i) Force Majeure.

In no event will HP be liable or responsible to You, or be deemed to have defaulted under or breached the Agreement, for any failure or delay in fulfilling or performing any terms of this Agreement when and to the extent such failure or delay is caused by any circumstances beyond HP's reasonable control (a "**Force Majeure Event**") including, but not limited to, service interruptions by third-party providers, epidemics, pandemics, malicious cyber-attacks, denial of service attacks, acts of God, war, riot, strikes or industrial dispute, fires, floods, epidemics, pandemic or failure of public utilities or public transportation systems, or national or regional shortage of adequate Power or telecommunications systems. HP may terminate this Agreement if a Force Majeure Event continues substantially uninterrupted for a period of thirty (30) days or more.

j) Entire Agreement; Order of Precedence

The terms of this Agreement, together with the Addenda and other HP terms expressly referenced in this Agreement or applicable to the Services or Service Bundle that You have agreed to, constitute the entire understanding between You and HP relating to the Services and will supersede any previous communication, representation or agreement whether oral or written. In the event of any conflict between this Agreement and (i) an Addendum; (ii) the HP Smart terms of use for print (www.hpsmart.com/tou) and myHP for PCs; or (iii) the terms, conditions and policies of a third-party invoicing and order processor, the terms of this Agreement shall control unless otherwise specified by HP. In the event of any conflict between this Agreement and any other separate terms applicable to the Services (i.e. promotional offer terms), the conflicting separate terms shall control.

k) Miscellaneous

HP's failure to exercise any right under this Agreement will not constitute a waiver of such right. If any provision of this Agreement is found by a court of competent jurisdiction to be invalid, the court should endeavor to give effect to the intentions reflected in the provision, and the other provisions of the Agreement will remain in full force and effect. You may not assign this Agreement by operation of law or otherwise; HP may assign this Agreement. The section titles in this Agreement are for convenience only and have no legal effect. This Agreement will be interpreted

without application of any strict construction in favor of You or against HP. Without limiting any other provision in this Agreement, HP shall not be liable for any failure of the Service, Dashboard, or the Site which results from acts or events beyond its reasonable control. All terms in this Agreement that by their nature would survive termination of this Agreement upon cancellation of Your Services (including but not limited to those terms related to limits on HP's and its affiliate's liability, Your liability, applicable law and Your payment obligations for the Service) will survive termination.

l) California Waiver

IF YOU ARE A CALIFORNIA RESIDENT, YOU WAIVE CALIFORNIA CIVIL CODE SECTION 1542, WHICH STATES, IN PART: "A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS WHICH THE CREDITOR DOES NOT KNOW OR SUSPECT TO EXIST IN HIS FAVOR AT THE TIME OF EXECUTING THE RELEASE, WHICH IF KNOWN BY HIM MUST HAVE MATERIALLY AFFECTED HIS SETTLEMENT WITH THE DEBTOR."

(Addendum Page Follows)

ADDENDUM I

1. Print Devices

a) **Instant Ink** - Automatic delivery for HP One shall be in accordance with the Instant Ink Terms of Service at <https://instantink.hpconnected.com/Us/en/v2/terms>), except as follows: (1) plan changes such as upgrades, downgrades, and cancellations shall take effect at the end of the billing cycle, or if HP provides the option for You to select, at the end of the billing cycle or immediately; (2) no Instant Ink promotions or trials shall apply to HP One; (3) Instant Ink cannot be cancelled separately and must be cancelled as part of a cancellation of all the print subscription services; (4) billing information will be provided to HP's finance partner and not to HP directly.

b) **Next Business Day** -

<https://h20195.www2.hp.com/v2/GetDocument.aspx?docname=4AA6-7314ENUS>

2. PC Devices

a) **Microsoft** - <https://www.microsoft.com/en-US/servicesagreement>

b) **Google One** - <https://one.google.com/terms-of-service>

c) **Network Service Provider** - www.hp.com/5G-terms

3. Accidental Damage Protection

<https://www8.hp.com/h20195/v2/GetDocument.aspx?docname=4AA6-7320ENUS>

4. 24/7 Pro Live Support

<https://www8.hp.com/h20195/v2/GetDocument.aspx?docname=4aa8-2766enw>