

HP Travel Support Offsite

HP Care Pack Services



Service benefits

- HP hardware support during your travel
- Multinational geographic coverage
- Flexible shipment options
- Reliable, affordable alternative to onsite support

Service highlights

- Remote problem diagnosis and telephone support
- Travel coverage with service in more than eighty countries
- Return shipment of functional unit back to your location
- Flexible shipment options to HP designated repair centres
- Three business days standard turnaround time (may vary by location)
- Standard business hours
- Accidental damage protection (optional; for eligible products only)

Service overview

Travel Support Offsite provides a hardware support solution for mobile device users on the road. We provide telephone support, diagnose problems, and arrange shipment to designated HP repair centres if necessary. Service is available in all locations listed on hp.com/services/travel, with local-language support in participating countries.

Features and specifications

Remote problem diagnosis and support

We provide basic telephone technical assistance, with installation, product configuration, setup, and problem resolution.

Offsite repair and replacement

If a problem cannot be resolved remotely, we'll arrange shipment to a designated HP repair centre, where we will determine whether to repair or replace your device.

Shipment to the repair centre

Depending on the purchased service level, HP offers two different shipment options: You may arrange delivery yourself (either in person or using a local service), or HP will provide a courier to pick up the device and deliver it to the repair centre.

Return shipment

An HP authorised courier will return the repaired or replaced product to your location in the same service area.



Features and specifications (continued)

Optional service features

- **Accidental damage protection:** Specific service levels may include protection against accidental damage from handling eligible, covered hardware products. 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. Examples include non-intentional liquid spills in or on the unit, drops, falls, and electrical surges, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Country restrictions may apply; check with your local HP representative.
- **Defective media retention:** This option allows you to retain defective hard disk drives or SSD/flash drive components that you do not want to relinquish due to sensitive data they might contain. All eligible drives on a covered system must participate in the defective media retention.

Delivery specifications

Remote problem diagnosis and support

When you have a problem, call our designated support telephone number. We may ask you to provide relevant information, run diagnostic tools, and perform other supporting activities.

Offsite repair and replacement

If the device can be repaired, we provide necessary parts and materials. If not, we will provide a replacement.

Shipment to the repair centre

- **Delivery by customer:** With this option, you deliver the defective product to the repair centre yourself, either in person or using a local service.
- **Pickup by HP:** Our courier will pick up the defective product at your location, if you're in the service area, and deliver it to the repair centre. Same-day pickup requests must be received before noon local time; all other requests will be scheduled for the next business day.

Return shipment

Return shipment usually takes between three and seven business days. You may request accelerated delivery at an additional charge.

Delivery specifications (continued)

Coverage window

Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays (coverage may vary by geographic location).

Coverage

This service provides coverage for eligible HP PCs, including HP-supported and supplied internal components such as memory and optical drives. This includes attached HP-branded accessories purchased together and included in the original packaging of the main desktop, workstation, thin client, notebook, or tablet product, such as a mouse, keyboard, docking station, jacket, port replicator, or AC power adapter.

HP Care Pack Services with this coverage limitation do not cover external HP monitors. All-in-one devices do include the display, which is not considered a separate, external monitor. However, a second monitor attached to an all-in-one device, for example, would not be covered by this HP Care Pack.

HP docking stations or port replicators are covered within the country where the HP Care Pack was purchased, but not outside the country of purchase.

For HP point of sale (POS) systems and bundled product solutions such as retail or mobile point of sale solutions, this service covers the base unit only, unless the service states it is a POS solution service, which provides coverage for the base unit as well as up to six peripherals with HP part numbers and serial numbers, such as cash drawers, printers, pole displays for monitors, and barcode readers or handheld scanners that have been sold as part of the POS or bundled product solution.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard, and mouse.

Consumable items including but not limited to removable media, customer-replaceable batteries, tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. Batteries for mobile HP commercial PCs are covered for up to three years. Search for "Understanding Battery Warranties for Business Notebooks" on hp.com for more details.

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

Customer responsibilities

- **Registration:** All HP products covered by Travel Support Offsite must be registered with HP within ten days of purchase.
- **Remote diagnosis:** We may ask you to provide relevant information, start diagnostic tools, and perform other reasonable troubleshooting activities.
- **Shipping:** Before sending a defective product to a designated repair centre, you must ensure that it is packed appropriately and ready for pickup.
- **Data security:** HP is not responsible for data stored on the returned product. Ensure that all personal and/or confidential information is safely backed up and removed from the device before submitting it for repair or replacement.

Delivery specifications (continued)

Accidental damage protection (optional feature)

For HP Care Pack offerings that include the accidental damage protection optional service feature, you must report accidental damage to HP within thirty days of the incident date so that HP can expedite system repair. The report must have a detailed explanation of the accident, including when, where, and how it occurred, and a description of damage to the unit. HP will deny the claim if this information is not provided, or if the incident is reported more than thirty days after the incident date.

Defective media retention (optional feature)

With the defective media retention service feature option, it is your 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.

For disks or SSD/flash drives supplied to you by HP as loaner, rental, or lease products, you will promptly return the replacement disks or SSD/flash drives at the expiration or termination of support with HP. You will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased disks or SSD/flash drives to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such disk or SSD/flash drive.

Service limitations

Exclusions from accidental damage protection

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 colour texture, or finish; gradual deterioration; rust; dust; or corrosion.
- Fire, 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 HP specifications; exposure to hazardous (including bio-hazardous) materials; operator negligence; misuse; mishandling; improper electrical power supply; unauthorised repairs or attempts to repair; improper and unauthorised equipment modifications, attachments, or installation; vandalism; animal or insect damage or infestation; defective batteries; battery leakage; or lack of manufacturer-specified maintenance (including the use of inappropriate cleansers).
- Error in product design, construction, programming, or instructions.

Service limitations (continued)

- 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, unexplained or 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 your adjudicator, the servicer, or HP).
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the product.
- 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 your shipment of the covered product to or from another location.
- Damage to hardware, software, media, data, etc., 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 pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the HP Care Pack.
- Product obsolescence.
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection Care Pack.
- 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.
- Any willful act to cause damage to the covered product.
- Reckless, negligent, or abusive conduct while handling or using the product.
- Unit cracks or holes when the damage does not penetrate the outer case and/or reveal internal circuitry or sharp edges.
- Missing or broken keyboard caps not related to a covered accident (e.g., drop or liquid spill).

Limitations to accidental damage protection

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.

If protective items such as covers, carrying cases, or pouches were provided or made available for use with the covered product, you must continually use these product accessories to be eligible for protection under this accidental damage coverage service.

Service limitations (continued)

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 damage, as well as any willful or intentional damage to the product. Any damage resulting from such acts is not covered by this accidental damage protection service feature.

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 HP Care Pack purchased will remain in effect unless specifically documented otherwise in the country of purchase.

For customers with a history of significantly high claims, HP reserves the right to deny requests to purchase the accidental damage protection feature.

Exclusions from Next Business Day Hardware Support for Travelers

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

Additional limitations to accidental damage protection

- HP shall not be liable for any incidental or consequential damages, including but not limited to property damage, lost time, or lost data resulting from the failure of any product or equipment or from delays in service or the inability to render service.
- HP reserves the right to physically audit your product and/or collaborate with the customer to validate a claim submitted for accidental damage.
- HP may, at its sole discretion, elect to replace HP products in lieu of repairing them. The covered product becomes the property of HP and must be returned to HP (or HP designee) at HP expense. HP reserves the right to replace the product with a remanufactured or refurbished product. Technological advances may result in a replacement product with a lower selling price than the original product.
- HP reserves the right to deny acceptance of requests to purchase the accidental damage protection service feature at its sole discretion.

Service limitations (continued)

Limitations to defective media retention

The defective media retention service feature option applies only to disks or eligible SSD/flash drives replaced by HP due to malfunction. It does not apply to any exchange of disks or SSD/flash drives that have not failed.

SSD/flash drives that are specified by HP 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 disks and SSD/flash drives are constantly monitored, and HP reserves the right to cancel this service with thirty days' notice if HP reasonably believes that you are overusing the defective media retention service feature option (such as when replacement of defective disks or SSD/flash drives materially exceeds the standard failure rates for the system involved).

HP shall have no obligation whatsoever with respect to the contents of or the destruction of any disk or SSD/flash drive retained by you, or sent to HP by you. Notwithstanding anything in HP's current standard sales terms or the technical data sheet to the contrary, in no event will HP 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.

Ordering information

To obtain further information or to order Travel Support Offsite services, contact a local HP sales representative.

Terms and conditions

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

For more information

To learn more about Travel Support Offsite, please contact your local sales representative or visit hp.com/go/cpc.

Sign up for updates
hp.com/go/getupdated



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