



HP CARBON NEUTRAL COMPUTING SERVICES

Advocate for a low-carbon future – starting with your HP PCs.

Invest in services that support your corporate sustainability goals and help drive towards a low-carbon future. HP Carbon Neutral Computing Services¹ enable businesses to offset the carbon footprint of eligible HP commercial PCs, including new and certified refurbished devices.^{2,3}



PCS DELIVERED CARBON NEUTRAL

From product manufacturing to the usage of HP PCs, we are integrating carbon offsets^{2,3} into each device, making it easier for you to support your sustainability goals.



IMPACT YOU CAN SEE FOR YOURSELF

HP offers a Sustainability Benefit Report⁴ that displays the service benefits, giving you transparency into the sustainable impact across your purchased HP PCs.^{2,3}



A PARTNER YOU CAN COUNT ON

HP invests in high-quality offsets and rigorous lifecycle assessment methodologies³ so you can find comfort in partnering with HP to advance your climate initiatives.

What are HP Carbon Neutral Computing Services?

HP Carbon Neutral Computing Services¹ are a set of services that allow you to offset the carbon footprint of eligible new and certified refurbished commercial HP computer systems.^{2,3} HP Certified Refurbished PCs are eligible under the Second Life offering, which covers the emissions associated with the second lifecycle only.

Service Overview

HP assesses the footprint of eligible commercial HP devices using rigorous lifecycle assessment methodologies,³ invests in high-quality carbon offset projects that meet global standards,³ attains certification by a third party, and delivers carbon neutral computer systems.

Customers can choose to offset the carbon footprint from product manufacturing, assembly, and transportation, as well as offset the carbon footprint of the device's end-to-end lifecycle by applying carbon offsets.

Choose between these available offerings:

TO THE DOOR

An offering that allows eligible HP PCs to be delivered carbon neutral to the customer. It is an offset that can be attached to commercial HP PCs on the backend. It covers the carbon footprint of the raw material extraction, manufacturing, assembly, and transportation.

LIFECYCLE

An offering that allows HP PCs to remain carbon neutral through the devices' expected lifecycle. It includes the To the Door offering, plus offsets the carbon footprint of the products' anticipated power use and end-of-service processes.

SECOND LIFE

An offering that allows eligible certified refurbished HP PCs to be carbon neutral for their second lifecycle. It includes offsets for refurbishment, second-use energy, and end-of-service processes—first-life emissions are explicitly excluded. This service applies only to HP Certified Refurbished devices and cannot be added to new PCs.

Delivery Specifications

HP provides quarterly Sustainability Benefit Reports for your organization's registered PCs, offering a clear view of the carbon offsets applied to your fleet. Request your most recent report by emailing sustainability@hp.com.

To check whether your device includes HP Carbon Neutral Computing Services, [click here](#) to see the services attached to your HP PC.

Service Limitations

SERVICE ELIGIBILITY

HP Carbon Neutral Computing Services are available for:

- New commercial system purchases under the To the Door and Lifecycle offerings.
- Certified refurbished HP commercial systems under the Second Life offering.
- Each service must be selected at the time of eligible product purchase.

GEOGRAPHIC COVERAGE

HP Carbon Neutral Computing Services are available in select countries where new or certified refurbished HP commercial PCs are sold.

Terms and Conditions

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

More Information

Please visit hp.com/CNCS or contact your local HP sales representative for more information.

1. HP Services are sold separately. 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. There are three offset options available: HP's Carbon Neutral to the Door option covers carbon offsetting of material extraction, component and product manufacturing, and product logistics. HP's Lifecycle option includes everything in the Carbon Neutral to the Door service, plus device usage emissions over a four-year lifecycle for commercial HP notebooks and mobile workstations, and a five-year lifecycle for commercial HP desktops, displays, and workstations, including end-of-service. Second Life is an offering for eligible certified refurbished HP PCs that delivers carbon neutrality for the device's second lifecycle only. First-life emissions are explicitly excluded. The Second Life service includes offsets for refurbishment, second-life logistics, device usage (four years for mobile and five years for desktops), and the second end-of-life process. This option is available exclusively for HP-approved refurbished devices and cannot be applied to new PCs.
3. Lifecycle assessments (LCA) are validated by a third-party to conform to ISO 14040 and ISO 14044 and are used by HP to understand the total carbon footprint for HP personal systems products. Using this data, along with the information unique to each customer (e.g., product ship-to location, product portfolio), we calculate the total carbon emissions for a customer's fleet. HP then purchases and retires carbon offsets, procured through Climate Impact Partners who certifies HP's Carbon Neutral Computing Services in accordance with its [Carbon Neutral Protocol](#).
4. Visit support.hp.com/us-en/check-warranty to see the services attached to your device.
5. The Second Life offering offsets emissions from refurbishment through end-of-life only and excludes emissions from the device's original lifecycle.

