



# Next Business Day Hardware Support for Travelers

## Care Pack, part of HP Care

### Service benefits

- HP hardware support during your travel
- Convenient onsite support, where available
- Reliable response times
- Multinational geographic coverage

### Service feature highlights

- Travel coverage: service available in more than 80 countries
- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Coverage window: standard business hours, standard business days
- Onsite response time: next business day, as locally available
- Notebook-only coverage (optional)
- Defective Media retention service (optional; for eligible products only)
- Accidental damage protection service (optional)

### Service overview

Next Business Day Hardware Support for Travelers provides mobile computer users with a hardware support solution for their new HP portable product. This easy and convenient solution is available in all the countries/geographic locations listed on the website [hp.com/services/travel](http://hp.com/services/travel). This service is available for selected HP- and Compaq-branded products and includes, as locally available, a next-business-day onsite response time (with local-language remote problem diagnosis in participating countries) in support of hardware problem resolution. Support is provided during the standard business hours and days of the local country/geographic location.

### Specifications

**Table 1.** Service features

Feature	Delivery specifications
<b>Travel coverage</b>	<p>Travel coverage is available in major geographies of the world, with a list of countries/geographic locations that is extensive and expanding. A detailed list is maintained at <a href="http://hp.com/services/travel">hp.com/services/travel</a>. This list provides information on the specific geographic availability of Next Business Day Hardware Support for Travelers, including accidental damage protection and defective media retention options. The listing of countries/geographic locations is subject to change without notice.</p> <p>It is recommended that the Customer validate travel coverage through this website prior to any departure.</p> <p>When the Customer is traveling in any of these locations and outside the country of original product purchase, HP will:</p> <ul style="list-style-type: none"> <li>• Provide the Customer with the HP Global Solution Center telephone number for the pertinent country/geographic location under "Contact HP" on <a href="http://hp.com">hp.com</a></li> <li>• Accept calls in the country/geographic location of travel from the Customer or the internal help desk of the Customer's company</li> <li>• Diagnose to the hardware failure level</li> <li>• Arrange for next-business-day response service at the Customer's location in the participating country/geographic location, or delivery of a replacement part, as needed</li> <li>• Provide the parts required for repair according to the hardware specification, provided the localised parts are available in the location of travel</li> </ul>
<b>Remote problem diagnosis and support</b>	<p>Once the Customer has placed a service request via a designated HP support telephone number, HP will work with the Customer during the coverage window to isolate the hardware problem and to remotely troubleshoot, remedy, and resolve the problem. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered products. Alternatively, HP may use other means available to facilitate remote problem resolution.</p> <p>Upon experiencing a hardware problem outside the country of purchase, the Customer must first call HP for assistance during local business hours and business days at the local phone numbers provided under "Contact HP" on <a href="http://hp.com">hp.com</a>.</p>

Feature	Delivery specifications
<b>Onsite hardware support</b>	<p>For technical hardware issues that cannot, in HP’s judgment, be resolved remotely, an HP authorised representative will provide onsite technical support on covered hardware products to return them to operating condition. HP may, at its sole discretion, elect to replace the products in lieu of repairing them. Replacement products are new or functionally equivalent to new products in performance. Replaced products become the property of HP.</p> <p>In addition, HP may install available engineering improvements to help the Customer experience proper operation of the hardware products 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>
<b>Replacement parts and materials</b>	<p>HP will provide HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. Customers who wish to retain replaced parts will be billed and required to pay the list price less any applicable discounts for the replacement part.</p> <p>Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.</p> <p><b>Maximum supported lifetime/maximum usage:</b> Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer’s operating manual, product quick specs, or technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>
<b>Coverage window</b>	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely.</p> <p>Service requests received outside this coverage window will be logged the next day for which the Customer has a service coverage window.</p> <p>The following coverage window is available for this service:</p> <ul style="list-style-type: none"> <li>Standard business hours, standard business days (9x5)—Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays (may vary by country and geographic location), or the applicable standard business hours and standard business days of the participating country/geographic location where the service is requested.</li> </ul> <p>All coverage windows are subject to local availability. Contact a local sales office for detailed information on service availability.</p>
<b>Onsite response time</b>	<p>Onsite response time specifies the period of time that coverage begins as when the initial service request is received and logged with HP and ends when the HP authorised representative arrives at the Customer’s site, if this time falls within the specified coverage window. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.</p> <p>The following onsite response time is available for this service:</p> <ul style="list-style-type: none"> <li>Next-business-day onsite response—An HP authorised representative will arrive at the Customer’s site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been logged.</li> </ul> <p>Local restrictions, such as service travel areas with adjusted response times, may apply depending on the geographic location where the hardware support is requested.</p> <p>All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>

## Specifications (optional)

**Table 2.** Optional service features

Feature	Delivery specifications
<b>Notebook-only coverage</b>	For eligible PC products, the Customer may choose notebook-only coverage. Care Pack offerings with this coverage do not extend the specified service level to the external monitor and external or other external accessories. The docking station or port replicator is eligible for coverage within the host country where the Care Pack was purchased, but does not qualify for coverage when travel is outside the country of purchase.
<b>Defective media retention</b>	For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk or SSD/Flash Drive") covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement and the Customer remains fully responsible for the protection and privacy of the data residing on the defective Disk or SSD/Flash Drive.
<b>Accidental damage protection</b>	For eligible products, specific service levels may be offered with protection against accidental damage from handling. Where accidental damage protection applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service.  Accidental damage is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the 'Service limitations' section.

## Coverage

This service provides coverage for eligible HP- or Compaq-branded hardware products and all HP-supported and supplied internal components (such as memory and DVD-ROM drives), as well as attached HP- or Compaq-branded accessories purchased together with the main product, such as mouse, keyboard, docking station, AC power adapter.

External HP Monitors are not covered. All-in-One devices do include coverage of 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 service.

Consumable items including, but not limited to, removable media, customer-replaceable batteries and tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. HP Notebook and Tablet long-life batteries are covered for up to 3 years.

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 to the Customer. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

## Customer responsibilities

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

If applicable, the Customer or HP authorised representative must register the hardware product to be supported within 10 days of purchasing this service, using the registration instructions within each package, an email document, or another method as directed by HP. In the event a covered product changes location permanently, registration (or a proper adjustment to existing HP registration) must occur within 10 days of the change.

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

- Run any applicable customer-executable diagnostics prior to notifying HP of a malfunction in the hardware product
- Promptly notify HP of a malfunction in the hardware product
- Provide the serial number of the covered product
- Provide the local address and phone number
- Be present for the onsite service engineer or to receive the courier delivery of the parts
- Allow HP full and unrestricted access to all locations where the service is to be performed
- 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
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

In cases where Customer Self Repair parts are shipped to resolve a problem, the Customer is responsible for returning the defective part within a time period designated by HP. In the event HP does not receive the defective part within the designated time period or if the part is physically damaged upon receipt, the Customer will be required to pay a fee for the defective part, as determined by HP.

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure
- Have an authorised representative present to retain defective Disk or SSD/Flash Drives, accept replacement Disk or SSD/Flash Drives, provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk or SSD/Flash Drives
- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk or SSD/Flash Drive is not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

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

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, other parts classified as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

HP reserves the right to remove the covered product from the Customer's location to make the repair.

HP requires that the Customer return the failed unit to the original country of purchase if any repair event, including accidental damage protection, would require replacement of the device. Whole unit replacement is not available outside the original country of purchase for this service. Travel coverage is limited to onsite and offsite repair of the original unit.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

The following activities are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- User-preventive maintenance

When the Customer is traveling outside the country of purchase, the described support services will be provided only if the country/geographic location where the service is requested and delivered is listed as a participating country/geographic location on a table accessible at [hp.com/services/travel](http://hp.com/services/travel). Services are not available under this agreement in countries/geographic locations other than those listed in that table. Service may, however, be provided at a lower service level at some additional locations not listed in that table.

If parts needed for the repair, especially specialised language-specific or country-specific parts, are not available, the Customer has the following options:

- Postpone the request for the service until the Customer has returned to the country where the product was originally purchased
- Accept the replacement of a defective foreign part with a local part (for example, English/American keyboard)

Specialised language-specific or country-specific parts such as non-international English keyboards, non-local-language keyboards, or certain localised power supply parts are not generally available when traveling internationally and are not covered under the terms of this agreement, except within the boundaries of the country of origin.

Services requested outside the original country of purchase are limited to the base unit only. Services for external monitors are provided only in the original country of purchase, if this additional coverage has been purchased. The docking station or port replicator is eligible for coverage within the host country where the Care Pack was purchased, but does not provide coverage when traveling outside the country of purchase.

Non-HP-branded options are excluded from this service.

## Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by HP due to malfunction. It does not apply to any exchange of Disk 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 quick specs, or the technical data sheet are not eligible for the defective media retention service feature option.

Failure rates on Disk or SSD/Flash Drives are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective Disk 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 THE CUSTOMER. 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.

## Exclusions to the accidental damage protection service feature option

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

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; or corrosion
- Fire, 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
- 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 the Customer's 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 product(s) whose serial numbers are removed or altered
- Damage or equipment failure that is covered by manufacturer's warranty, recall, or factory bulletins
- Damage caused during the Customer's shipment of the covered product to or from another location
- Damage to hardware, software, media, data, 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 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 (If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service. Reckless, negligent, or abusive conduct includes, but is not limited to, the treatment and use of the covered product(s) in a harmful, injurious, or offensive manner that may result in its damage, and any willful or intentional damage to the product. Any damage resulting from such acts is NOT covered by this accidental damage protection service feature. For HP commercial and consumer products, accidental damage from handling is limited to one incident per product per 12-month period commencing from the Care Pack start date. Once the specified limit is reached, the cost of repair for any additional claims will be charged on a time-and-materials basis, but all other aspects of the Care Pack purchased will remain in effect unless specifically documented otherwise in the country of purchase. For those Customers with a history of significantly high claims, HP also reserves the right to deny acceptance of requests to purchase the accidental damage from handling service feature.)

## Service eligibility

Travel coverage, as specified in table 1, in countries/geographic locations other than the original country of purchase is restricted to travel periods and is not valid for permanent deployment in another region.

## Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

Distance from HP designated support hub	Onsite response time
0–100 miles (0–160 km)	Next business day*
101–200 miles (161–320 km)	1 additional business day*
201–300 miles (321–480 km)	2 additional business days*
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability*

### For more information

[hp.com/go/pcandprintservices](http://hp.com/go/pcandprintservices)

To contact the HP Global Solution Centers for technical support, please visit [http://welcome.hp.com/country/us/en/wwcontact\\_us.html](http://welcome.hp.com/country/us/en/wwcontact_us.html).

\* Travel zone definitions and corresponding response times vary in participating countries/geographic locations. Contact the local sales office for details on travel zones and modified response times.

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