

HP 3 year Pickup and Return with Accidental Damage Protection Smart Buy Notebook Only Service



Product Details:

HP 3yr ADP Pickup Return SB Notebook SVC

Description:

HP Hardware Support Offsite Return Services offer high-quality return-to-HP service levels with remote telephone support and offsite repair for eligible products at an HP designated repair center. The service includes offsite repair or replacement, materials and parts, labor, and the cost of the return shipment. "HP offers service levels with different shipment options to the HP designated repair center, as detailed below. Some service levels are also available with optional service features such as accidental damage protection or defective media retention."

Specifications:

Coverage	All standard accessories included with the HP base unit part number and all HP supplied internal components, such as HP Jetdirect cards, memory, and CD-ROM drives, are covered under this service. Not covered under this service are items such as, but not limited to: "Consumables including, but not limited to, batteries and Tablet PC pens Maintenance kits and other supplies Non-HP devices" Accessories purchased in addition to the base unit, such as docking stations and port replicators. Any product previously repaired by an unauthorized technician or user.
Service Features	When experiencing a problem, the Customer must first place a call to a designated support telephone number. HP will provide basic telephone technical assistance with installation, product configuration, setup, and problem resolution. Prior to any remote or offsite assistance, HP may ask the Customer to provide relevant information, start diagnostic tools, and perform other supporting activities at the request of HP. HP will then work with the Customer remotely to isolate the hardware problem. If HP determines that the problem cannot be resolved remotely, HP will direct

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	<p>the customer to return the defective hardware product to an HP designated repair center, where HP will provide technical support. HP will provide HP supported parts and materials necessary to return the hardware product to operating condition. HP may, at its sole discretion, elect to replace such hardware products in lieu of repairing them. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP. An HP authorized courier will return the repaired or replaced product to the customer's location, if it is within the geographic location where the service was provided. Return shipment will be by ground transportation and usually takes between 3 and 7 business days. The customer may request accelerated delivery at an additional charge. Depending on the purchased service level, HP offers different shipment options for delivering the defective product to the HP designated repair center:`</p>
Travel Zone	<p>All response times apply only to sites located within 100 miles or 160km of an HP designated support hub. Travel to U.S. 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, response times will be adjusted and additional travel charges may apply. For travel to Canadian sites outside the 160 km radius of an HP designated support hub, response times will be adjusted and additional travel charges will be applied.</p>