

Quick Reference Card

HP Care Pack Services



Getting service is easy.

Once you have activated your HP Care Pack service, choose the appropriate information from the following list to receive service for your particular HP support service:

Contact information

HP Care Pack Service:	Toll Free Number
Hardware Support	800-633-3600, Opt. 1
Software Support	800-633-3600, Opt. 2
Hardware Installation	800-633-3600, Opt. 1, and 1
Software Install and Start Up	800-633-3600, Opt. 1, and 1
Printer Installation	888-447-0169, PIN 97000
Hardware 6-Hour Call-To-Repair	800-633-3600, Opt. 1
Mission Critical Support	888-761-7437
Proactive 24	800-633-3600
Combined Hardware/Software Support	800-633-3600
User Application Support	800-633-3600
HP Shopping Service (Consumer)	877-439-9509
Education Service	800-47CLASS (2-5277)
Electronic Vaulting Services	866-888-2858
IT Professional Help Desk for SMB	888-HPITPRO (474-8766)
Rugged Notebook Service	888-HPRUGGED (477-8443)
Proactive Plus Service	888-494-3049
Care Pack Services Registration Group	800-407-6210
Consumer Technical Support	800-HPINVENT (474-6836)
PC Helpdesk Service	877-219-5006
PC Tune-up Pro Service	877-439-9509
Windows 7	800-633-3600, Opt. 1

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Customer information

Please record some basic information about your HP support service in the spaces below for easy reference during service calls.

HP Care Pack Serial Number

System Serial Number

CPU model/Part Number

HP Hardware Support Onsite Service—Americas

HP Care Pack Services

Technical data



HP Hardware Support Onsite Service provides high-quality remote assistance and onsite support for your covered hardware, helping you to improve product uptime.

You have the flexibility to choose between different service-level options featuring various response times and coverage windows, as well as between several coverage periods to address your specific service needs.

Service benefits

- Help improve or maintain system uptime
- Convenient onsite support
- Reliable response times

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Part and materials included
- Service-level options with different coverage windows and response times
- Work to completion
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution **(for eligible products only)**

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	<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 with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered products, or HP may use other means available to facilitate remote problem resolution. Where necessary, onsite assistance will be provided by an authorized HP representative.</p> <p>Regardless of the Customer's coverage window, problems with covered hardware can be reported to the HP Global Solution Center via telephone or electronically, as locally available, 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request and notify the local HP field office at the next coverage window. HP retains the right to determine the final resolution of all reported problems. Onsite response times or call-to-repair times, as applicable, for service requests submitted electronically or outside of the coverage window may vary.</p>
Onsite hardware support	<p>For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain printers, PCs, ProLiant servers, Intel® Pentium® and Xeon® processor-based servers, HP Point of Sale (POS) system peripherals, and networking and storage products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. In addition, HP may install available engineering improvements to help the Customer ensure 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>
Parts and materials included	<p>HP will provide HP-supported 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 are new or functionally equivalent to new in performance. Replaced parts become the property of HP.</p>
Coverage window	<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>Coverage window options available for eligible products are specified in the service-level options table.</p> <p>All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Onsite response time	<p>Onsite response time specifies the period of time that begins when the initial service request is received and logged with HP and ends when the HP authorized representative arrives at the Customer's site. 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. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>

Work to completion	<p>Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.</p> <p>Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products.</p>
Escalation management	<p>HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.</p>
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> • Certain capabilities that are made available to registered users, such as downloading selected HP software and firmware patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users • Expanded Web-based searches of technical support documents to facilitate faster problem-solving • Certain HP proprietary service diagnostic tools with password access • A Web-based tool for submitting questions directly to the HP Global Solution Center. The tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the engineer qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone • Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums
HP electronic remote support solution (for eligible products only)	<p>The HP electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HP engineer will only use the remote system access with the Customer's authorization. The remote system access may enable the HP support engineer to provide more efficient troubleshooting and faster problem resolution.</p>

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Accidental damage protection	<p>For eligible products, specific service levels may be offered with accidental damage protection. Where accidental damage protection applies, the Customer receives protection against accidental damage to the covered hardware product as part of this service.</p> <p>Accidental damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge. This includes damaged or broken liquid crystal displays (LCDs), or broken parts.</p> <p>Accidental damage protection does not cover theft, loss, fires, damage caused by a vehicle accident or act of God, normal wear, consumables, intentional acts of damage, or other exclusions, as detailed in the "Service limitations" section. Major parts replacement is subject to certain limitations as detailed in the "Service limitations" section.</p>

Defective media retention	For eligible products, this service feature option allows the Customer to retain defective hard disk or 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 SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support, 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.
Desktop/Workstation/ Thin client/ Notebook-only coverage	For eligible PC products, the Customer may choose desktop/workstation/thin client/notebook-only coverage. HP Care Pack services with this coverage do not extend the specified service level to the external monitor or docking station.
Page allowance	<p>Some printer products may be available with a maximum page allowance. Page count for any given printer is defined as the number of standard pages (printed or plain) that have passed through such printer's print engine, as recorded on the test page. Different paper sizes and print options may be associated with different standard page equivalent values in order to calculate the page count.</p> <p>For printers that require HP installation, the contract term begins on the date of installation of such printers at the Customer site.</p> <p>Where page allowances apply, the support coverage ends when either the end of the contract term has been reached or the page count has exceeded the maximum page allowance, whichever occurs first. Should the Customer exceed the maximum page allowance before the end of the contract term, any further services provided during the contract term will be billed at HP's then-current time and materials rate, unless another Care Pack service has been purchased by the time the services are provided.</p>

Specifications

Table 3. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
Second-day onsite response, standard business hours (9x5) (limited to commercial LCD products); available only in U.S. at this time	<p>Service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the second coverage day after the service request has been logged. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following 2 coverage days.</p>
Third-day response, standard business hours (9x5)	<p>Service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the third coverage day after the service request has been logged. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following 3 coverage days.</p>
Next-day response, standard business hours (9x5)	<p>Service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.</p>

An HP authorized 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. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following coverage day.

**4-hour response,
standard business hours
(9x5)**

Service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.

An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours of the service request being logged. The 4-hour response time is measured during the coverage window only. For service requests received after 1:00 p.m. local time, the response time may be carried over to the next coverage window.

**4-hour response,
extended business hours
(13x5)**

Service is available during the coverage window, 13 hours per day, between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays.

An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours of the service request being logged. The 4-hour response time is measured during the coverage window only. For service requests received after 5:00 p.m. local time, the response time may be carried over to the next coverage window.

**4-hour response,
extended business hours
(13x7)**

Service is available during the coverage window, 13 hours per day, between 8:00 a.m. and 9:00 p.m. local time, Monday through Sunday excluding HP holidays. An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours of the service request being logged. The 4-hour response time is measured during the coverage window only. For service requests received after 5:00 p.m. local time, the response time may be carried over to the next coverage window.

4-hour response, 24x7

Service is available during the coverage window, 24 hours per day, Monday through Sunday including HP holidays.

An HP authorized representative will arrive at the Customer's site any time and day of the year to begin hardware maintenance service within 4 hours of the service request being logged.

**Advanced maintenance
service, next business day**

Service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. An HP authorized representative will arrive at the Customer's site to begin hardware maintenance service, during the next working day after a call is received, between 8:30 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. The need for onsite repair must be determined by 1:00 p.m. local time, Monday through Friday, for next-business-day service. Calls received after 1:00 p.m. on Friday will be logged on the following Monday and serviced on Tuesday. This response time applies to Customer locations within 100 miles or 160 km of an HP designated support hub (See the Travel zones section following for locations beyond 100 miles or 160 km).

Service includes one health check per year and one maintenance kit over the term of the contract: for monochrome HP LaserJet printers, HP will replace one fuser maintenance kit; for HP Color LaserJet printers, HP will replace one fuser maintenance kit and one transfer maintenance kit; and for HP Designjet products, one maintenance kit, if required.

Travel zones

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.

Travel charges will also apply for any site that requires overnight lodging, non-automobile mode of transportation (i.e., airplane), or extraordinary travel circumstances.

Travel zones and charges 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 the following modified response times for extended travel:

Distance from primary HP support responsible office	Next-day response time service level
0-100 miles (0-160 km)	Next coverage day
101-200 miles (161-320 km)	1 additional coverage day
201-300 miles (321-480 km)	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability

Coverage

This service provides coverage for HP or Compaq branded hardware products and all HP-supplied internal components (such as HP Jetdirect cards, memory, and CD-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, and external monitor of 22" or less.

For HP Care Pack services with "desktop/workstation/thin-client/notebook-only" coverage, external monitors, docking stations, and any external accessory will not be covered under this service.

For some servers and storage products, CPUs, disks, and other major internal and external components will be covered if support has been configured accordingly and they are listed in the contract's equipment list (if applicable).

For HP Point of Sale (POS) systems, this service covers the POS base unit as well as attached HP branded peripherals such as cash drawer, printers, pole display for monitors, and bar code readers or handheld scanners that have been sold as part of the POS 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, 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.

For components that are discontinued, an upgrade path may be required. 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.

For ProLiant servers and storage systems, this service covers HP branded hardware options qualified for the server, purchased at the same time or afterward, internal to the enclosure, as well as external monitors up to 22" and tower UPS products; these items will be covered at the same service level and for the same coverage period as the server.

For HP BladeSystem enclosures, this service covers the enclosure, power supplies, fans, and enclosure devices including pass thru, Ethernet interconnect, and virtual connect modules.

HP Care Pack Support Service Agreement

Terms and Conditions for the United States



1. **Support Services:** HP will provide the support services (“HP Care Pack Services”) described in this Service Agreement (the “Agreement”) to Customer (as defined in Section 2 below) for products purchased in the United States, and as more fully described in the applicable HP Data Sheet. If it is mutually agreed upon by HP and an HP Authorized Representative, an HP Authorized Representative will provide the services on behalf of HP. In the event of any conflict, the terms and conditions of this Agreement shall control.
2. **Customer:** As used herein “Customer” refers to either (a) end-user HP customer who purchases the HP Care Pack Services described in this Agreement directly from HP or from an authorized HP reseller, wholesaler, or distributor, or (b) an HP Authorized Representative who purchases HP Care Pack Services in order to obtain support for hardware products at its own or its customer’s site.
3. **Charges:** Customer will prepay for HP Care Pack Services at the time of support purchase. Customer will pay all applicable taxes. Full refunds for prepaid services are available from the place of purchase only if Customer cancels within thirty (30) days of receipt of the Agreement, and provided no HP Care Pack Services have been provided by HP at time of cancellation. An additional charge may be billed to Customer for hardware products that are found not defective.
4. **Eligible Products:**
 - (a) To be eligible for HP Care Pack Services, product must be at current specified revision levels and, in HP’s reasonable opinion, in good operating condition.
 - (b) Customer can purchase HP Care Pack Services only for designated HP and non-HP software for which Customer has rightfully acquired appropriate software license(s).
 - (c) Relocation of product is Customer’s responsibility and may result in additional support charges and modified service response times.
 - (d) Unless otherwise specified in the applicable HP Data Sheet, products moved outside the country where this HP Care Pack Service is purchased will not receive service under the terms of the Agreement.
 - (e) Notwithstanding Section 4(a) of the Terms and Conditions, products which are in good operating condition at the time HP Care Pack is purchased are eligible for post warranty hardware support even if they are not at current specified revision levels available.
5. HP warrants the HP Care Pack Services will be provided in a professional and workmanlike manner. THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED. TO THE EXTENT PERMITTED BY LAW, HP SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NONINFRINGEMENT.

6. **Limitations of Liability and Remedies:** To the extent HP is held legally liable to Customer, HP's liability is limited to damages for bodily injury and direct damages to tangible property up to the limit of \$300,000 (U.S.) and other direct damages for any claim based on a material breach of HP Care Pack Services, up to a maximum of the HP Care Pack Service charges paid by Customer for this Agreement for the products at issue. HP will not be liable for performance delays or for nonperformance due to causes beyond its reasonable control. THE REMEDIES PROVIDED IN THIS AGREEMENT ARE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP, ITS AFFILIATES, ITS SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING DOWNTIME COSTS OR LOST PROFIT), OR OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.
7. **Limitations of Service:**
- (a.) HP does not provide HP Care Pack Services for products not supplied by HP unless approved by HP in writing, or for products that Customer does not allow HP to incorporate modifications. Customer or an approved designated contact is responsible for removing any products not eligible for HP Care Pack Services to allow HP to perform service. If delivery of HP Care Pack Services is made more difficult because of such products, HP will charge Customer for the extra work at HP's standard service rates.
 - (b.) Unless otherwise specified, this Agreement excludes the provision, return/replacement, and installation by HP of consumables, user replacement parts, maintenance kits, or other consumable items including, but not limited to, accessories, operating supplies, magnetic media, paper, print heads, ribbons, toner, a/c adapters, and batteries.
 - (c.) Unless otherwise specified in the applicable HP Data Sheet, and subject to the limitations therein, HP Care Pack Services do not cover any damage or failure caused by: (i) use of non-HP media, supplies and other products; (ii) site conditions that do not conform to HP's site specifications; (iii) neglect, improper use, fire or water damage, electrical disturbances, transportation by Customer (and in the case of HP Authorized Representatives, by owners or users of the supported system), work or modification by people other than HP employees or HP Authorized Representatives, or other causes beyond HP's control; or (iv) inability of products not manufactured by HP and non-compliant HP products in Customer's supported environment to correctly process, provide or receive date data (i.e., representations for month, day, and year), or the inability of these products to properly exchange date data with any products covered by HP support services. Complete resolution of some problems may be beyond the control of HP and thus outside the scope of these services.
 - (d.) **Supported Software Versions:** Unless otherwise agreed by HP, HP provides HP Care Pack Services only for the current and immediately preceding versions of HP software, and only when the software is used with hardware that is included in HP-specified configurations. A version is defined as a release of a software product that contains new features, enhancements, and maintenance updates. If support coverage lapses, additional fees may be required to resume support coverage. HP will support specified versions of selected non-HP software, but will not support the software any longer than the vendor supports it. For non-HP software, HP provides HP Care Pack Services only for software versions that are documented as supported on specified configurations. HP will be under no obligation to provide HP Care Pack Services should it be required due to alterations or modifications to code.
 - (e.) **Non-HP Products:** HP is not liable for the performance or non-performance of third party vendors, their products, or their support services. HP's decision on how long to offer HP support on selected non-HP products is final.

(f.) Some HP Care Pack Services features and coverage levels are subject to local availability.

(g.) HP reserves the right and Customer consents to HP's use of subcontractors to assist in the provision of HP Care Pack Services as HP deems appropriate, without notice to Customer.

8. **Customer Responsibilities:**

(a.) Customer or HP Authorized Representative is responsible for registering the hardware product to be supported within ten (10) days of purchase of the support service, using the registration instructions within each package, email document, or as otherwise directed by HP. In the event a covered product changes location or the support service is transferred with the sale of a used hardware product, registration (or a proper adjustment to existing HP registration) is to occur within ten days of purchase from previous owner. HP IS NOT OBLIGATED TO PROVIDE SUPPORT SERVICES IF CUSTOMER OR HP AUTHORIZED REPRESENTATIVE DOES NOT REGISTER HARDWARE PRODUCT AS STATED HEREIN.

(b.) Customer will make all reasonable efforts to support and cooperate with HP in resolving the problem remotely, for example, starting and executing self tests or diagnostic programs, providing all necessary information, or performing basic remedial activities upon HP's request.

(c.) Customer will ensure that HP service personnel are provided with sufficient electrical power to perform necessary hardware maintenance and operating supplies used during normal operation.

(d.) Customer is responsible for the security of its proprietary and confidential information and for maintaining a procedure external to the hardware products for reconstruction of lost, or altered files, data, or programs.

(e.) Customer must notify HP if any hardware products serviced are being used in an environment that poses a potential health or safety hazard to HP employees or subcontractors; HP may require Customer to maintain such products under HP supervision.

(f.) Customer must ensure that an adult representative is present when HP is providing services at Customer's designated location or by telephone.

(g.) If remote support is available, Customer will allow HP to keep system and network diagnostic program resident on the covered product and provide HP login access for the exclusive purpose of performing diagnostics.

(h.) Customer acknowledges that Customer has no ownership interest in diagnostic software provided by HP and that HP will remove these diagnostic programs and any HP loaned modems or other equipment upon termination of this Agreement. When capable, the covered product must be configured to permit access to one voice-grade telephone line and one data-quality telephone line; both must have terminations located near the covered product. Upon HP's request, Customer will run HP-supplied diagnostic programs before having a hardware product serviced under this Agreement.

(i.) Off-Site Support and Exchange Services: Customer is responsible for performing the following functions prior to return shipping a failed hardware product to HP: a) perform all steps for self-test and trouble-shooting specified in the operating manual for the product; b) provide, in writing, the model number, serial number, current failure symptoms, pertinent failure history and ship-to address (if applicable); and c) unless

the product will be delivered and picked up in person by Customer, Customer is responsible for packaging the failed product carefully in the original or HP provided shipping container, or a shipping container that prevents the product from being damaged while in transit to HP.

9. **On-Site Support for HP Network Connectivity Products:** Configuration restoration assistance will be offered after repairing or replacing an HP hub, bridge, switch or router (or add-in HP module or transceiver). HP will work with the customer to restore the configuration of the serviced device if the valid pre-service configuration is immediately available. The valid configuration may be in the form of either an electronically saved file or a clear and complete printed documentation of all required device parameters. On-site support for HP Network Connectivity Products is a device-specific service and not intended for interconnection troubleshooting.
10. **Maximum Use Limitations:** Products operated in excess of their maximum usage rate or duty cycle (as specified in the technical data sheet, operating manual, or service description) will be serviced at HP's standard service rates.
11. **Transfer of Service:** This Agreement may only be assigned in connection with sale of the covered product. Customer or HP Authorized Representative as assignor must inform HP when the covered product is sold. The assignment must be in writing, signed by the assignor and available for inspection by HP personnel. Assignment will not be valid if in breach of local or U.S. export regulations.
12. **Post Warranty HP Care Pack Services:** Certain select products may be eligible for the purchase of a Post Warranty HP Care Pack. Such Post Warranty Care Pack Services may be purchased either (i) after expiration of the original product warranty period; or (ii) for renewal of a previously purchased HP Care Pack Service to provide the Customer with uninterrupted support services. The coverage period for the Post Warranty HP Care Pack Service will begin at the time of purchase of the Post Warranty Care Pack Service and continue for the period purchased.
13. **Term:**
 - (a.) For Hardware Support purchased during the product warranty period, this Agreement will begin on the date of initial purchase of the new hardware product to be supported and will terminate either at the end of the specified number of years of service purchased; or for Hardware Support Services with page limits, terminate once the specified page limit (or page count) has been exceeded or at the end of the specified number of years of service purchased, whichever comes first. Page count is defined as the number of pages (printed or plain) that have passed through a printers print engine and recorded on the test page.
 - (b) For Hardware Support purchased after expiration of the warranty, this Agreement will begin on the purchase date of this Agreement and will terminate at the end of the specified number of years of service purchased.
 - (c) For Network Support or Software Support, this Agreement will begin on the date of registration or thirty (30) days after purchase, whichever occurs first; and will terminate either at the end of the specified number of years of service purchased or, if applicable, upon closure of the last covered incident, whichever occurs first.
 - (d) All HP Care Pack Service will continue until terminated by either party under the provisions of this Agreement. This Agreement is not renewable; Customer may for some eligible products, purchase another Agreement upon expiration or termination of this Agreement. The cost of another Agreement will reflect the age of the product and service costs at time of purchase.

14. **Termination:** Customer may terminate this Agreement by notifying the place of purchase at any time within thirty (30) days of purchase to receive a full refund from the place of purchase. HP may terminate at any time after the effective date of this Agreement if Customer fails to perform or observe any condition of this Agreement with HP. Notwithstanding the foregoing, FOR CALIFORNIA CONSUMERS (individuals who purchase for home, family or personal use only), if Customer cancels after thirty (30) days by sending a written notice of cancellation plus proof of purchase to HP, Customer will receive a pro rata refund based on the time expired less a cancellation charge of \$25 or 10% of the purchase price of the Agreement, whichever is less. FOR FLORIDA CONSUMERS (individuals who purchase for home, family or personal use only), if Customer cancels after thirty (30) days by sending a written notice of cancellation plus proof of purchase to HP, Customer will receive a pro rata refund equal to 90% of the unearned pro rata purchase price less any claims that have been paid or less the cost of repairs made on Customer's behalf
15. **Governing Laws:** Any disputes arising in connection with this Agreement will be governed by the laws of the State of California. The courts of the State of California shall have jurisdiction. FOR NEVADA CONSUMERS, the laws of the State of Nevada will govern any disputes arising in connection with this Agreement. FOR WASHINGTON CONSUMERS, any civil action brought in connection with this Agreement does not have to be brought in the courts of the State of California. FOR WYOMING CONSUMERS, the laws of the State of Wyoming will govern any disputes arising out of this Agreement and any civil action may be brought in the courts of the State of Wyoming.
16. **Entire Agreement:** The terms and conditions of this Agreement (together with the HP Authorized Contract Management Partner Addendum for HP Authorized Representatives), and the applicable HP data sheet constitute the entire understanding between the parties relating to the provision of services described herein and will supersede any previous communication, representation or agreement whether oral or written. Customer's additional or different terms and conditions will not apply. Customer's acceptance of this Agreement is deemed to occur upon Customer's purchase of HP Care Pack Service. No change of any of the terms and conditions will be valid unless in writing signed by an authorized representative of each party.
17. For products purchased in the United States (except in Florida), Hewlett-Packard Company located at 3000 Hanover Street, Palo Alto, CA 94304, is legally and financially obligated to provide the HP Care Pack Services described in this Agreement and these obligations are backed by the full faith and credit of HP. For products purchased in Florida, obligations of HP under this Agreement are guaranteed under a service contract reimbursement policy. Should HP fail to pay or provide HP Care Pack Services on any claims within 60 days after proof of loss has been filed, Customer is entitled to make a claim directly against Technology Insurance Company. If HP fails to perform under this Agreement, Technology Insurance Company shall pay on HP's behalf, any sums HP is legally obligated to pay or shall provide the HP Care Pack Services which HP is legally obligated to perform under this Agreement. Technology Insurance Company of New Hampshire, 59 Maiden Lane, New York, NY 10038., Toll Free # 877.528.7878.

