

# HP Parts Exchange Service

HP Customer Support Contractual Services



HP Parts Exchange Service provides parts at the currently available revision level – shipped to your location in advance of your return of the defective parts to HP.

HP Parts Exchange Service consists of exchanging defective HP parts for replacement parts at the currently available revision level. This service is designed for self-maintainers who participate in hardware-maintenance activities on products supported by HP self-maintainer programmes.



HP Parts Exchange Service provides replacement parts that are shipped to your location in advance of your return of the defective parts to HP. Shipping charges are included for standard delivery, with options available for predetermined time-and-place delivery and return pickup by HP.

## Service benefits

This service provides the following benefits to your business:

- Ready access to HP replacement parts for a broad range of products
- Money savings by using replacement parts

- Minimised downtime with the advance-exchange feature, which allows orders to be shipped before you return the defective part
- Worldwide HP repair and distribution capabilities to meet your global maintenance needs

## Service-feature highlights

- Exchange of defective parts for working parts
- Parts shipped in advance of receipt of defective parts
- 24x7 coverage for ordering parts
- Flexible delivery times and return options

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Parts exchange</b>	Defective HP equipment will be exchanged for replacement parts. Replaced parts will be at the current revision level available within HP inventory.
<b>Advance exchange</b>	<p>HP will confirm, prior to the close of standard business hours, that the ordered part will ship in advance of HP receipt of the defective part, within a specific period of time determined by HP. The customer must return the defective part within the time specified by HP, which must not be greater than 30 days of shipment by HP of the replacement part. The replaced product becomes the property of HP. For a part not returned within the specified time period, the customer will be billed at full country list price.</p> <p>HP will assume all risk of loss or damage to parts in transit to the customer or parts being returned to HP. HP will pay the cost of shipping to and from the customer's location, within the country of purchase.</p>
<b>Coverage window</b>	Parts exchange ordering is available 24 hours a day using the HP Channel Services Network (CSN). Telephone order access is available 9 hours a day between 8:00 am and 5:00 pm, Monday to Friday, excluding HP holidays.
<b>Delivery time</b>	HP will use commercially reasonable efforts to ship eligible parts within one business day of receipt and acceptance of the customer's order. Orders must be received and accepted prior to 5:00 pm local time for next-business-day delivery.

## Specifications

Table 2. Optional service features

Feature	Delivery specifications
<b>Pickup by HP</b>	<p>An HP-authorized courier will optionally, at the customer's request, pick up the defective part at the customer's site for a designated courier event fee.</p> <p>This will occur at the time of delivery of the replacement product or within the following 15 business days.</p> <p>The courier fee will be set by HP.</p>
<b>Emergency response time with predetermined time-and-place delivery</b>	<p>For an optional event fee, HP will provide an emergency response time with delivery of the replacement part at a predetermined time and place. If HP fails to deliver within the predetermined time and to the predetermined place, the emergency event fee will be waived, as the customer's sole and exclusive remedy.</p> <p>The emergency fee will be determined by HP and will be a flat fee regardless of product.</p>

Delivery of this service is subject to the following limitations:

- Parts may be new or equivalent to new
- Parts will be upgraded to include the currently available revision level

Services such as, but not limited to, the following are excluded from this service:

- Services that, in the opinion of HP, are required due to improper treatment or use of the equipment
- Services required due to unauthorised attempts by non-HP personnel to repair, maintain or modify the equipment

- Services required due to causes external to the equipment under coverage
- Services on individual hardware products that cannot, in the opinion of HP, be properly repaired due to excessive wear or deterioration; these products may be withdrawn from service upon 90-days prior-written notice, which notice shall not be issued prior to the end of the first year of service
- Software support services

## Service eligibility

The customer must meet the following prerequisites for delivery of this service:

- The customer must own or lease the equipment on which the service is purchased.
- The customer must enrol in applicable HP-authorized self-maintainer programmes.
- The customer must meet specific HP training and certification requirements as specified in the applicable HP-authorized self-maintainer programme.

## Customer responsibilities

The customer will:

- Properly package parts sent to HP: all packages must reference the HP Parts Exchange Service return account number; packages without the appropriate account number may be subject to delay in receipt and acceptance, and may be subject to applicable late return fees
- Return eligible parts to HP within 30 days of shipment by HP for any advance exchange, or pay full country list price for the item(s)

- Issue HP a funding authorisation (purchase order) for per-event charges, or pre-pay per-event fees by way of credit card; the funding authorisation will cover all unreturned and non-repairable exchanged parts at full country list price, as well as any applicable expediting or restocking charges incurred by the customer
- Accept responsibility for incompatibility or interference in the event that newly installed Field Change Orders (FCO) or Engineering Change Orders (ECO) cause an incompatibility or other interference within the customer's system
- Provide proof of purchase or import documentation for the part being submitted for exchange, if required
- Maintain an adequately trained and certified workforce
- Place service requests through the HP Channel Services Network (CSN) unless otherwise directed by HP

# HP Parts Exchange Service

This service is designed for self-maintainers who participate in hardware-maintenance activities on products supported by HP self-maintainer programmes.

## Service coverage

HP Parts Exchange Service provides coverage for selected HP- or Compaq-branded commercial hardware products, which may include:

- Intel® processor-based servers, desktops and portables
- Selected Alpha systems and peripherals
- Printing and imaging products

Check with a local HP sales office or HP reseller for detailed information on HP hardware product coverage.

## For more information

For more information on HP Parts Exchange Service, contact any of our worldwide sales offices or visit our website at:

**[www.hp.com/hps/support](http://www.hp.com/hps/support)**

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