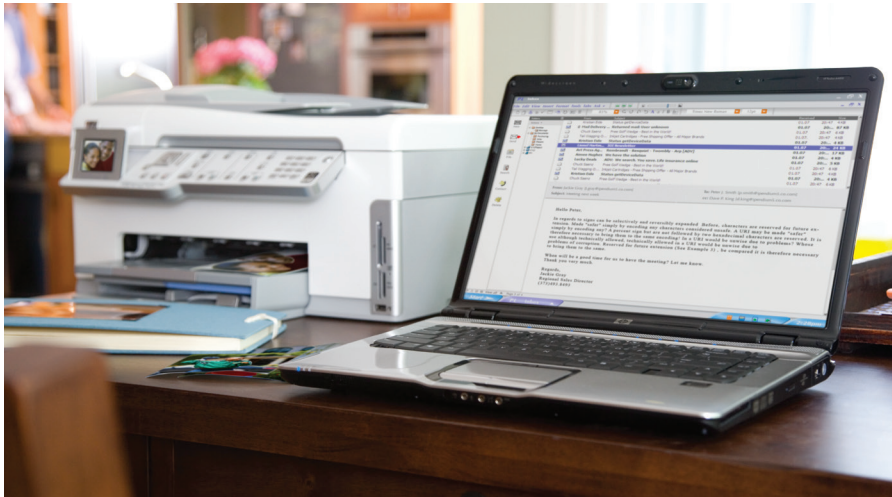


HP Commercial Onsite Services Delivery



Committed to Serving You Safely

HP remains committed to protecting the health and safety of its employees, partners and customers, and will continue to comply with local and federal government Covid-19 public health safety measures.



HP has revamped the HP Hardware Support Onsite Service to incorporate best practices for helping ensure the health and safety of our technicians and customers while performing onsite service delivery in non-traditional business settings.

Where permitted, and where services can be performed in a manner that can help protect the health and safety of HP employees, partners and customers, **Technicians will perform onsite repair services at the address indicated by the customer for contracts that include the 'onsite' warranty and/or repair service feature.**

Repairs will be performed during regular business hours.

What you should know before your technician arrives

In order to safeguard the health and safety of HP employees and customers, HP requires adherence to the following guidelines for in-residence service delivery.

1. An adult (over the age of 18 years old) must be present in the residence during service delivery
2. All pets must be properly confined
3. Equipment must be placed in a common area inside the residence
4. A table or desk space must be provided for the technician to disassemble the device
5. All COVID-19 protocols recommended by health authorities must be followed during the technician visit (i.e., stay 6 feet apart and wear a face mask)

In accordance with HP in-residence service delivery protocols, HP technicians retain the discretion to re-schedule site visits.



View the HP Hardware Support Onsite Service [datasheet](#).

Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. 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.

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