

HP Recover and Renew Services



Service benefits

- Control of old assets
- Environmental responsibility
- Security of intellectual property
- Enables the circular economy
- Recover residual value

Service highlights

- Removal of outdated equipment
- Responsible repurposing or recycling for end-of-use assets
- Secure deletion of sensitive data and business-critical information

Service overview

HP offers a comprehensive portfolio of PC-related services. We deliver business-ready PCs to IT departments and end-users; optimize and maintain their PCs, notebooks, and tablets; and offer secure and sustainable end-of-use services. Recover and Renew Services are an essential element of our services portfolio. When it's time to retire old PCs and devices, you want to be sure the job gets done the right way. With support for the circular economy, let HP take charge of your retired equipment in a secure, efficient, and environmentally sound manner.

Features and specifications

Recover and Renew Services help you properly handle equipment that has reached end-of-use.

- **HP Device Recovery Service:** HP delivers a simple yet complete solution that includes the secure and sustainable repurposing of your end-of-use devices and provides you with the residual value.¹
- **HP Deinstallation Service:** HP removes PCs, monitors, and assorted peripherals from working locations (e.g., cubicles, offices, labs, or rooms), moves them to your designated staging location on-premise (e.g., an empty office, loading dock, or building corner), and prepares them for transport. HP can also remove your storage media from your devices and leave it with you if requested.
- **HP Sanitization Service:** HP will permanently and completely erase all information from end-of-use equipment to ensure no sensitive or confidential data or parts of it can be recovered.
- **HP Recycling Service:** HP manages the final disposition of your deinstalled, end-of-use assets through responsible recycling.

Delivery specifications

Device Recovery Service

You can either self-ship your devices to HP or HP will arrange logistic services to transport your devices to our repurposing facilities, ensure that your data will be erased or destroyed per latest industry standards, offer you fair market value for the devices, and provide you with a Certificate of Data Sanitization and a Sustainability Benefit Report. We offer the Device Recovery Service on HP and non-HP personal system devices. For Device Recovery Service on non-HP devices, you must prove that you purchased an HP device.¹

Deinstallation Service

HP will pack and stack your old hardware and provide a deinstallation register in Microsoft Excel format that includes the product description, serial number, and asset tag number (if present). Equipment to be deinstalled can include a PC, monitor, docking station, keyboard, and mouse that must be in the same office, cubicle, lab, or room where the new hardware was installed. If storage media removal is requested, HP will perform the removal onsite and will return the media removed to your deinstallation location.

Sanitization Service

HP permanently and completely erases the information by either data wiping or destroying the storage media. Both methods comply with the latest industry standards, rendering any data previously stored on the device completely unreadable. Sanitization can be performed on or off premises, with or without HP Recycling Service. If requested, HP can leave wiped or destroyed storage media behind for you to manage according to your own internal security policies or requirements. We provide a full report on the outcome.

Recycling Service

HP will schedule equipment removal with an approved logistics service provider, who transports deinstalled assets from centralized collection areas to an HP-approved asset processing facility. We will recycle them in a safe, environmentally responsible way. You will receive a recycling certificate within one month of processing.

Customer responsibilities

- **Preparation:** If Deinstallation Service is ordered, HP will make the necessary asset preparation, otherwise you must consolidate assets in a central location on the ground floor or in an area with elevator accessibility and direct access to the loading area. If ordering the standalone recycling service, assets must be palletized or boxed. For any other services, packing and palletization will be performed by an HP service partner. A detailed service note will be provided by HP and must be signed by you prior to service delivery.
- **Data backup:** Any data on devices that needs to be retained must be backed up prior to allowing HP access to the devices. Confidential information should be deleted. If Sanitization or HP Device Recovery Service is ordered, HP will delete the data for you.
- **Site access:** Building and parking restrictions, including security clearance, must be specified when ordering the service. Your representative identified during service scheduling must be present on site to direct the HP service provider to the appropriate equipment. Failed collections resulting from access restrictions or no-show of site personnel will incur full charge and will not be refunded.
- **Workspace:** You must provide an adequate space and facilities within a reasonable distance from cubicles, offices, labs, or rooms to move and store products, including working space for onsite sanitization (if requested) and storage space for removed storage media (if you intend to retain them). You must notify HP of any potential health or safety hazard, and HP may postpone service until hazards are remedied.
- **Confidentiality:** Information exchanged under this agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this agreement, and shared with employees, agents, or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for three years from the date of receipt or (if longer) for such period as the information remains confidential. These

obligations do not cover information that: (i) was known or becomes known to the receiving party without obligation of confidentiality; (ii) is independently developed by the receiving party; or (iii) where disclosure is required by law or a governmental agency.

- **Personal information:** Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information in providing services. To the extent HP has access to personally identifiable information stored on a system or device of yours, such access will likely be incidental and you will remain the data controller of personally identifiable information at all times. Any personally identifiable information HP has access to will only be used for purposes of delivering the services ordered. You are responsible for the security of your proprietary and confidential information.

Device Recovery Service

- **Shipping:** Device Recovery Service allows for self-shipment of devices to HP, or the ability to have HP pick up, pack, and ship the devices for you. Sanitization and Recycling Services include device pickup by HP, a minimum of five units is required for pickup service. Ship the device to the address provided so it can arrive within 20 days of accepting the quote (Device Recovery Service only). Recognize that if HP does not receive the device within 20 days of the accepted quote, HP has the right to revise or withdraw the quote. Be sure to include all materials outlined in the quote provided. Recognize that failing to include all materials could influence the final value of your device and/or result in the need for a new quote.
- **Quoting:** HP will provide a non-binding quote that is valid for 30 calendar days based on the information you provide about your device (“quote”). This quote is conditional and will be confirmed unless what is received by HP or HP’s authorized repurposing partner does not correspond to the information given (i.e., missing components of the device). HP will provide the final amount after the audit and data sanitization process. Acceptance of this quote means that you will either ship or agree to device pickup so that it arrives within 20 business days of accepting the quote.
- **Ownership and authority:** Confirm you are at least 18 years of age and that you have the right to sell your device. Additionally, confirm that you are a commercial customer or that you represent a commercial customer and have the power and authority to enter into this agreement.
- **Deactivation and personal data:** Deactivate all services to your device, including “Find My Device,” and remove any embedded codes to enable HP to data wipe your device. Remove all personal information and data; you will not be able to recover any data or files stored on the device after you return it. Recognize that HP is not responsible for any lost personal data or files left on or in the device.
- **Prompt self-shipment and self-shipping:** Ship the device to the address provided so it can arrive within 20 days of accepting the quote. Recognize that if HP does not receive the device within 20 days of the accepted quote, HP has the right to revise or withdraw the quote. Be sure to include all materials outlined in the quote provided. Recognize that failing to include all materials could influence the final value of your device and/or result in the need for a new quote.
- **Payment (direct customer):** After ordering the SKU related to logistics and processing of the service via the HP B2B portal or HP order management, HP will send you an invoice for the cost of the service. After you have sent the invoice to HP per the instructions set forth in the purchase order, for the devices you are sending to HP, you will be paid per HP standard payment terms.
- **Payment (indirect customer):** After the invoice related to the net costs – residual value deducted from the processing and logistic costs – is received by the HP Device Recovery partner, you will be paid by the HP Device Recovery partner within 30 business days from the receipt of your invoice.

HP responsibilities for HP Device Recovery Service

- **Audit and data sanitization:** All devices are audited upon receipt by HP or HP’s authorized service provider. Assuming the device meets the requirements specified in the approved quote, HP will honor the quote. If your device does not meet the requirements set forth in the agreed-upon quote, your quote may be adjusted accordingly. Any unrecoverable device will be recycled by the HP Device Recovery Partner. All devices will go through a data sanitization process to ensure all of your information is removed.

- **Reporting:** Once audit and data sanitization have occurred, HP will send you an Audit and Financial Report, a Certificate of Data Sanitization, and a Sustainability Benefit Report. The Audit and Financial Report will include all the assets received and how their conditions compare to the agreed-upon quote. This report also includes the invoicing instructions to receive payment. The Certificate of Data Sanitization provides you with the official certification of data sanitization following the NIST (National Institute of Standards and Technology) recommendations. The Sustainability Benefit Report provides you with your contribution to the avoidance of Green House Gas (GHG) emissions.
- **Payment (direct customer):** Service payment will be split into 2:
 - Once you have ordered the SKU related to logistic and processing costs in HP B2B portal, HP will send you an invoice.
 - Once you have sent an invoice to HP as per the instructions set forth in the HP audit and Financial Report, you will be paid as per HP standard payment terms.
- **Payment (indirect customer):** Once the invoice related to the net costs (residual value deducted from the processing and logistic costs) is received by HP partner, you will be paid within 30 business days from the receipt of your invoice.
- **Transfer of ownership (direct customer):** The title for the devices pass from the Customer to HP once the valuation of the devices is confirmed and the Audit and Financial Report is sent. This service is subject to the terms and conditions set forth in the Device Recovery Service customer agreement.
- **Transfer of ownership (indirect customer):** Title passes from you to HP's partner upon collection or upon receipt at the HP partner's facility (for self-shipment). This service is subject to the terms and conditions set forth in the Device Recovery Service customer agreement.
- **Repurposing:** HP will repurpose/resell your devices according to HP's product reuse standards and all applicable federal, state, and local laws and regulations.

Service limitations

- **Appointment booking and cancellation:** Service appointments must be scheduled seven business days in advance. Changes or cancellations must be made at least three business days prior to the scheduled date to avoid additional fees. The service cannot be cancelled after units are picked up or have arrived at our repurposing facility.
- **Asset collection:** Assets collected from your site cannot be returned.
- **Service delivery:** Services can only be scheduled during normal business hours, Monday through Friday, 9 a.m. to 5 p.m. local time. Service requests outside these times will require a custom quote. Service is not available on HP holidays. Services must be received/executed in the country of ordering.
- **Subcontracting:** HP may subcontract any part of the service to a third party, including HP authorized service providers, or transfer a service agreement to another HP entity at any time, subject to written notice.
- **Geographic coverage:** Service may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.
- **Collection and logistics:** Collection fees vary depending on logistical information and are included in the quote. Declare access limitations at the time of order to prevent additional costs. Pallet count will only be carried out for pre-palletized collections and redeployment deliveries. All sites must comply with standard health and safety conditions. Specific timed collections or out-of-hours weekdays/weekends will require a custom quote.
- **Risk of Loss:** Risk of loss or damage for products will be your responsibility until pick-up by HP or delivery to HP (in cases where you ship the product to HP).



For more information

Contact your local HP sales representative or channel partner for details or visit hp.com/go/recoverandrenw.

Sign up for updates
hp.com/go/getupdated



Share with colleagues

1. Fair market value will be assessed based on age and condition of the device. Not all devices may have any residual value. If not, they will be responsibly recycled.

HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. The 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 an HP product.

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