

Let HP securely recover and repurpose or recycle your end-of-use devices

HP Recover and Renew Services



Service benefits

- Safe removal of confidential information
- Easy transition from old devices to new devices
- Compliance with government and environmental regulations*
- Recycling and reuse done according to industry-leading standards and through HP-approved partners that are rigorously audited
- Recover residual value

Service highlights

- Comprehensive deinstallation of devices
- Secure data wipe that meets industry guidelines
- Environmentally conscious recycling

Services you can count on

As a key element of HP Lifecycle Services, Recover and Renew Services provide comprehensive solutions to securely recover, repurpose, or recycle your devices when they reach end of use. Get the expertise and services you need by letting us deinstall your devices, securely remove data, and then refurbish or recycle the devices.

HP provides the following Recover and Renew Services for HP or non-HP products:

HP Device Recovery Services

Securely retire your end-of-use devices with expert data erasure services, receive residual value, and help enable the circular economy for greater sustainability with HP Device Recovery Services. Return your devices to HP for data erasure and refurbishment. Upon completion of services, HP will provide you with a Certificate of Data Sanitization and a Sustainability Benefit Report.

HP Deinstallation Services

Quickly and easily replace old devices in preparation for a refresh. Let HP experts handle the deinstallation and removal of your PCs, displays, and peripherals and prepare them for transport so your IT staff can focus on higher-priority projects. Ease the transition to your new devices by including HP Deinstallation Services when ordering HP Installation Services.

HP Recycling Services

Take advantage of efficient recycling of old devices. Smoothly transition to new devices while adhering to your policies for device end-of-use management and supporting social initiatives and environmental directives. We are committed to improving our planet by reducing waste and environmental impact through our recycling policies and standards.

HP Sanitization Services

Protect your confidential data before removing your old devices. Secure your information and get peace of mind when we completely erase the data from your devices or permanently destroy the storage media in accordance with the latest industry standards.



Security and compliance

Have peace of mind knowing your devices will be processed securely and in compliance with industry best practices.

Security done right

Rest assured that HP data wiping or media destruction is done according to the latest industry standards, rendering any data completely unreadable.

Regulatory compliance

For our services, we request our partners to meet or comply with the new NIST Purge guidelines, as recommended by HP internal security consultants.

Environmental sustainability

You can count on HP to use processes supporting social initiatives and environmental directives throughout our circular economy approach to product design, build, and services. We handle the responsible reuse or recycling of your end-of-use devices safely and securely, providing you with appropriate documentation for your records. Your devices will be processed according to industry-leading reuse and recycling standards through HP-approved partners rigorously audited by a third party.

Enable the circular economy

The rapid pace of innovation in electronics and technology products is increasing the urgency to move toward a circular economy model in which products are repurposed and kept in use for as long as possible. At HP, we work to design for sustainability at every stage of the product lifecycle—from use, to servicing and maintaining, to end of service. When our products reach end of use, our repair, reuse, and recycling programs support responsible collection and processing to recover and reuse as much material as possible and reduce negative impacts on the environment and communities. Through these activities, we are helping to grow the supply chain and market for recycled materials and make progress toward a circular business model.

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* Vendors warrant that they and their suppliers will comply with all applicable laws and regulations, including environmental regulations, as well as committing to conformance with HP's own strict recycling standards. They are regularly audited by third-party auditors for compliance with these regulations and standards.

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