



HP SMARTFRIEND SERVICES TERMS AND CONDITIONS (UK)

Consumer Protection:

The benefits provided under HP SmartFriend Services apply in addition to all rights consumers may have in relation to defective products under HP Limited Warranty provided with HP Products or under consumer protection laws related to nonconforming of goods with the contract of sales, which are not limited or affected in any manner by this Agreement. For further information about consumer statutory rights please consult the following link: [Consumer Legal Guarantee](#) or visit your local Citizens' Advice Bureau or Trading Standards Office.

1. **Services:** Hewlett-Packard Limited located at Amen Corner, Cain Road, Bracknell Berks RG12 1HN("HP") will provide HP Smartfriend services ("Services") as described in these terms and conditions and the applicable service plan description provided to with your order confirmation (collectively this "Agreement") to end-user customers ("Customers") located in the United Kingdom. The "Service Plan Description" details the features, functionalities, deliverables, system requirements, activation methods, covered products and limitations of each Service (please see www.hp.com/uk/smartfriend).
2. **Types of Services:** You may choose either Pre-paid Services or Subscription Services at the time of purchase as further described here:
 - a) **"Pre-paid Services"** are Services that Customer pays in full at time of purchase subject to the following terms:
 - i. **Charges:** Customer will pay the full cost to HP or HP reseller, including taxes, for the Prepaid Service at the time of purchase (the "Service Charges"). HP may use a third party to facilitate HP order and invoicing processes, as further specified in the Service Plan Description.
 - ii. **Term:** This Agreement will begin on the date of initial purchase of the Prepaid Service and will terminate when all included Services have been rendered. Customer will select the usage period, either a per incident one-time use or usage over an identified multi-month period of time, and specific Services to be provided at the time of purchase.
 - iii. **Termination by Customer:** Customer may terminate this Agreement without cause by cancelling any Prepaid Service within fourteen (14) days from the date of conclusion of the contract by submitting a written cancellation or calling the number provided by HP in the e-mail of confirmation of the purchase or registration (when applicable) of the Service. Customer will receive a refund of the Service Charge paid in advance where such cancellation is made. Where the Prepaid Services have been already been commenced with the Customer's prior express consent, Customer will not receive a full refund but will receive an amount proportionate to the amount of any service that still remains to be completed at the date of cancellation
 - b) **"Subscription Services"** are Services that the Customer pays for on a monthly basis subject to the following terms:
 - i. **Charges:** Customer will prepay to HP or HP reseller for the first month of Service at the time of purchase (the "Monthly Service Charge"). Customer will pay the Monthly Service Charge on a monthly basis beginning on the second month of service for the duration of the Term. Monthly Service Charge includes all applicable taxes. HP may use a third party to facilitate HP order and invoicing processes, as further specified in the Service Plan Description.
 - ii. **Term:** This Agreement will begin on the date of initial purchase of the Subscription Service, or upon registration, when required as specified in the Service Plan Description and shall continue for twelve (12) months unless earlier terminated by either party ("Term").The Agreement will automatically renew for additional 12 months at the then current rates ("Renewal Term"), unless either party terminates the Agreement prior to the expiration of the Term or any Renewal Term. Within a reasonable time before the end of the Term or any Renewal Term, HP will inform the Customer

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about the expiration date and the then applicable rates. If the Customer is unwilling to renew the Agreement, they may elect to terminate the Agreement on the expiration date of the Term or any Renewal Term by written cancellation or calling the number provided by HP in the e-mail of confirmation of the purchase or registration (when applicable) of the Service

- iii. **Termination by Customer:** Customer may terminate this Agreement at any time by submitting a written cancellation or calling the number provided by HP in the e-mail of confirmation of the purchase or registration (when applicable) of the Services at least thirty (30) days in advance of termination date. If the Customer chooses to terminate this Agreement prior to the end of the Term, HP will not refund the Monthly Service Charge of any started service month as at the termination date. The Customer may cancel the Subscription Service purchased through the Internet or other distant sales means without notice within 14 days of the conclusion of the contract by submitting a written cancellation or calling the number provided by HP in the e-mail of confirmation of the purchase or registration (when applicable) of the Service and receive a refund of the initial Monthly Service Charge paid in advance, except if the services have been fully performed with Customer's prior express consent
3. **Customer Representations:** By purchasing the Services, Customer hereby represents that: (i) it has the legal right, capacity and authority to enter into this Agreement with HP and be legally bound by the terms and conditions herein; (ii) any and all information provided by Customer to HP or HP resellers in connection with the Services, including personal information (such as name, address, credit card number, expiration date, email account, etc.), is true, accurate and complete, and will promptly inform HP of any change to such information; (iii) the Services are purchased for Customer's individual use, not for resale, redistribution or otherwise to share with other parties or entities; (iv) Customer shall not engage in abusive or inappropriate activities with respect to the purchased Services, such as creating unreasonably high volume of service requests; and (v) at all time during the Term, Customer will maintain a valid license to use any software required for the Services and will comply with the terms of such license for any such software.
 4. **Service Requirements:** Customer must meet certain requirements (such as PC hardware and software requirements) as further described in the applicable Service Plan Description (the "Service Requirements"). In addition, to the extent any software is utilized in connection with the Service, Customer must ensure that such software is rightfully obtained via appropriate license(s) and that the current version of such software is properly installed. With respect to Services that can only be delivered remotely, Customer's PC must be sufficiently functional so that it is able to support the delivery of the Service. If the PC is not sufficiently functional, a hardware repair is necessary before Services can be delivered remotely. It is also Customer's responsibility to have adequate Internet connection as required for HP to provide the Service. If diagnostic software is used as part of the Services, the products to which the Service is provided will be configured in accordance with HP's instructions. During the Term, Customer must maintain a valid email account to receive notices and other information regarding the Service. Even if all the Service Requirements are met, the Service purchased by Customer may not be available at all times.
 5. **Warranty:** HP will honor all statutory warranties required by applicable law.
 6. **Intellectual Property Rights:** Customer will not gain by virtue of this Agreement any rights of ownership of copyrights, patents, trade secrets, trademarks or any other intellectual property rights owned by HP or any third party Software provider. HP will retain exclusive ownership in all services deliverables created hereunder and will own all intellectual property rights, title and interest in any ideas, concepts, know how, documentation or techniques developed under this Agreement. HP grants Customer the right to use the services deliverables solely for Customer's personal use.
 7. **Limitations of Liability and Remedies:**

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- a) Where the Customer is not a Consumer (as defined in the Unfair Terms in Consumer Contracts Regulations 1999), to the extent HP is held legally liable to Customer, HP's liability is limited to the maximum of the purchase price paid by Customer under this Agreement for the Services at issue.
- b) HP does not exclude or limit its liability for negligent performance or breach of statutory implied terms whether or not the Customer is a Consumer.
- c) HP SHALL BE LIABLE FOR LOSSES RESULTING DIRECTLY FROM BREACH BY HP OR ITS AFFILIATES BUT, EXCEPT AS INDICATED ABOVE, NEITHER HP NOR ITS AFFILIATES SHALL BE LIABLE FOR LOSSES WHICH DO NOT RESULT DIRECTLY FROM THEIR OWN BREACH, EVEN IF SUCH LOSS IS A FORESEEABLE RESULT OF THE BREACH (SUCH LOSS WILL INCLUDE DOWNTIME COSTS OR LOST PROFITS), OR OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, STATUTE OR OTHERWISE.

8. Limitations of Service:

- a) HP does not provide support in relation to hardware or software products not designated in the Service Plan Description.
- b) Repair or service of hardware or software or parts exchange is not included in this Service unless clearly stated otherwise in the Service Plan Description.
- c) Unless specifically stated otherwise in the Service Plan Description, HP does not provide physical media, documentation or other physical deliverables to Customer with respect to Services.
- d) HP does not support or provide service to any non-supported software or any version of software that is more than 180 days after release of its current version, unless otherwise agreed by HP.
- e) Unless specifically stated otherwise in the Service Plan Description HP does not support or provide any services in relation to any network or Internet connectivity matters of Customer.
- f) HP is not responsible for providing Services that, in the reasonable opinion of HP, are required due to Customer's deliberate misuse of the PC or the software applications.
- g) HP is not responsible for providing Services that, in the reasonable opinion of HP, are required due to Customer's unauthorized modifications made to supported hardware or software.
- h) HP does not provide service or assistance with respect to topics relating to Web development applications.
- i) HP is not responsible for resolving hardware-related problems encountered during the verification testing process, unless such service is covered by an active HP warranty or an applicable HP hardware support agreement.
- j) HP is not responsible for protecting Customer data and will not provide data backup prior to HP providing Services.

9. Customer Responsibilities: Confirmation of payment and relevant instructions on how to access the applicable Services will be communicated to Customer via e-mail. In addition, Customer must

- a) Where registration is required under the Service Plan Description, register the product or users to Services within the stated timeframe following the registration instructions provided in the e-mail communications or where purchased from an HP reseller, in the documentation provided with the product packaging. IF REGISTRATION IS REQUIRED, THEN HP IS NOT OBLIGATED TO PROVIDE SERVICES IF CUSTOMER DOES NOT REGISTER WITH HP OR HP RESELLER AS STATED HEREIN.
- b) Ensure that the purchased Service is registered to and used by a single user or the number of users otherwise authorized. HP reserves the right to terminate any Service if such service is found to have been used by multiple customers or unauthorized users.

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- c) Be responsible for the management and protection of the unique access number(s) to the purchased Service's to prevent any fraudulent use by other users.
- d) Use all reasonable efforts to support and cooperate with HP in connection with the Services, including without limitation, to provide all information necessary for HP to deliver the Services timely and to enable HP to determine the level of support eligibility. Customer acknowledges that HP's ability to deliver the Services is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data provided to HP by Customer.
- e) Be responsible for the security of its proprietary and confidential information and for data backup. HP recommends that Customer performs regular data backups.
- f) Acknowledge that Customer has no ownership interest in software provided by HP pursuant to the Services, if any, and will cooperate with HP to remove such software upon completion of the applicable Service.

10. **Transfer of Service:** Customer may assign this Agreement only with HP's prior written consent.

11. **Termination By HP:** HP may terminate this Agreement immediately if (i) HP ceases to provide the Services, in which case a pro rata refund of Service Charges or Monthly Service Charges will be given; (ii) Customer breaches the terms of this Agreement, or (iii) HP reasonably believes that Customer abuses the Services, such as for instance if Customer is requesting support for more products than the maximum specified in the Service Plan Description. HP may change the features or functionalities of certain Service, substitute certain components with similar services or discontinue certain components of the Service (collectively, "Service Changes"). HP will provide 30 days' notice to Customer with respect to any Service Changes. Upon the receipt of such notice, if the Customer objects to such Service Change, he or she may cancel the Agreement with 30 days' notice (whether given in writing or calling the number provided by HP in the e-mail of confirmation of the purchase or registration (when applicable) of the Service).

12. **Privacy:** Any personal data of Customer disclosed to HP in connection with this Agreement or accessed by HP in the provision of the Services will be processed by HP to deliver the Service and in accordance with HP's privacy policy (available at: <http://www8.hp.com/us/en/privacy/ww-privacy.html>) and Personal Data Rights Notice (available at: <http://welcome.hp.com/country/privacy/privacynotice/index.html>). In addition, data provided to HP reseller for the purchase of the Services will be processed according to the HP reseller privacy policy available to you at time of purchase from them.

13. **Governing Laws:** Any disputes arising in connection with this Agreement will be governed by the laws of England and Wales and Customer and HP submit to the non-exclusive jurisdiction of the courts of England and Wales. For the avoidance of doubt, customers residing in Scotland or Ireland may bring claims in their own jurisdiction.

14. **Entire Agreement:** The terms and conditions of this Agreement (together with the Service Plan Description) 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 between the parties. 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 service. No change of any of the terms and conditions will be valid unless in writing signed by authorized personnel of each party.

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SERVICE PLAN DESCRIPTION – HP SMARTFRIEND SERVICES

OVERVIEW:

HP SmartFriend helps you solve a wide range of technical problems for your PC or tablet. SmartFriend connects you with agents who can remove viruses, improve PC or tablet performance, solve software errors, and connect your devices to a wireless network.

Expertise at your service:

Learn how to connect to the Internet wirelessly, install software or get help troubleshooting your PC with friendly, accessible SmartFriend technology experts. Anytime you need help or have a “how to” question, HP agents are waiting to answer your call. They can even teach you new ways to use your PC or tablet.

Protected remote access:

With protected remote access, sit back and relax while a certified expert from HP guides you through a solution – right before your eyes on your PC screen.

Expert help for your PC or tablet:

Get answers to your technology questions. HP SmartFriend services cover personal computers and tablets, all brands (HP and non-HP) and multiple Operating Systems.

Service benefits

- Improved system performance and reduced downtime due to software issues
- Availability of an HP service technician who can answer select “how-to” questions
- Simplified search for answers to user questions with a dedicated phone number
- Predictable support costs

Service feature highlights

Virus Removal	HP agents help remove viruses, spyware and malware.
Error Troubleshooting	SmartFriend agents help you avoid wasteful and frustrating computer downtime. When trouble arises, you have one place to call to troubleshoot all typical hardware and software products.
“How To” Assistance	HP service agents can give you information on product features, answer installation and configuration questions, and provide advice on ways to improve connectivity to the Internet. The HP service agent can also answer select “how-to” questions not addressed by your product manual and help solve problems typically not covered by your standard manufacturer warranty, extended service plan or 2y legal guarantee.
Software Installation and Configuration	Installation assistance provides support for the proper installation and updating of supported software. Software application usage assistance for supported applications is also included.

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Connectivity Assistance HP provides you answers and guidance about “how to” questions you may have or if you are experiencing difficulties in setting up a wired or wireless network connection or connecting and using peripherals on your PCs.

Specifications

Table 1. Service features

Feature	Delivery specifications
Software application usage assistance	Software application usage assistance provides you with access to HP's technical resources, via telephone, for help in resolving problems encountered with computing or software applications. Support calls are answered by the next available technical resource. Usage assistance includes providing information on product features, answering installation and configuration questions, and advising on connectivity and component functionality issues.
Software configuration and installation assistance	Installation configuration assistance provides telephone advisory support to you on the proper installation and updating of supported customer-installable software. Installation assistance does not include walking you through an entire installation, and it is limited to answering specific questions encountered during the installation process.
PC migration assistance	If you are migrating data from one PC to another you can get advice and guidance on how to best complete this task.
PC connectivity assistance	PC connectivity assistance provides you answers and guidance about questions or if you are experiencing difficulties in setting up a wired or wireless network connection or connecting and using peripherals on your PCs.

Specifications

Table 2. Service-level options

Option	Delivery specifications
Coverage window options: 14 hours a day, 7 days a week	Service is available 14 hours a day between 8:00 a.m. and 10:00 p.m. local time, Monday through Sunday including bank holidays. HP SmartFriend Service calls are answered by the next available technical resource.

Coverage

HP SmartFriend Service supports many third-party software applications and utilities that function on any personal computer or tablet

Supported Products*

Category	Product Type	Product
Hardware	PCs, all brands (HP and non-HP)	Desktop PC Laptops Netbooks Tablets
	Peripherals	Printers

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		Scanners DVD Drives Video/ Sound Cards USB Devices CD/DVD Writers Hard Drives Monitors Keyboards- Wired & Wireless Smartphones
	Networking	Routers Wireless access points
Software	Internet Browsers Contact Management E-Mail Word Processing Spreadsheets Presentations Relational Database Desktop Publishing Graphics Financial Applications Desktop Converters Security/ AV/ AS Project Management CD/DVD Creation Fax/ Connectivity Additional Applications	Internet Explorer Firefox Chrome ACT! Goldmine Microsoft Outlook Commonly-used email applications (Gmail, Yahoo, AOL, etc.) Microsoft Word Microsoft Works Microsoft Excel Microsoft PowerPoint Microsoft Access Microsoft Publisher Microsoft Visio Microsoft Front Page Microsoft Money Quicken Quickbooks Turbo Tax Adobe Acrobat F-Secure Internet Security Suite Microsoft Security Essentials Computer Associates Security Suite McAfee Antivirus and ToPs Symantec/ Norton Internet Security Other major AV/AS products Microsoft Project Adaptec Easy CD Creator Roxio Easy CD Creator Winfax Pro Macromedia Shockwave Macromedia Flash
Operating Systems		Windows 8 Windows 7 Windows XP Windows Vista Windows RT Chrome Android

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	Apple iOS
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*Supported products may vary based on service purchased

Customer responsibilities

You shall:

- Ensure all software products are properly licensed;
- Assume full responsibility for the management and protection of the service's unique access number(s);
- Adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent;
- Allow HP personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the you may be required to assume additional responsibilities for maintaining the system and software;
- Maintain a current backup copy of the operating system, development programs, and all other applicable software programs and data;
- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility; and
- Perform other reasonable activities to help HP identify or resolve problems, as reasonably requested by HP.

Service limitations

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

- Support of non-supported software;
- Support for the network on which applications are running;
- Services that, in the opinion of HP, are required due to improper treatment or use of the product;
- Services required due to causes external to the covered equipment or software;
- Customer modifications made to supported products;
- Software product media, documentation, and license updates;
- Support for any version of a software product more than 180 days after release of the subsequent version, unless otherwise agreed (HP may provide support for past versions, but additional charges may apply);
- Questions not directly related to the PC, tablet and printer usage and environment (e.g., advice and support on telephony, purchasing, servers, etc.);
- Assistance with topics relating to application or Web development;
- Hardware support calls and requests for repairs;
- Parts exchange; and
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement.

Service eligibility

This service must be purchased for each system, processor, processor core, or end user in the Customer's environment that will require support.

General provisions/other exclusions

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This service provides telephone advice. Further actions by you might be required to resolve a problem.

- Activities or services not clearly specified in this document are excluded from the SmartFriend service.
- Defective hardware, as identified during the installation, shall be replaced or repaired under the original vendor warranty terms or applicable 2y legal guarantee available from seller.
- HP's ability to deliver this service is dependent upon your full and timely cooperation with HP, as well as the accuracy and completeness of any information and data you provide to HP.

Invoicing

HP may use a third party to facilitate HP order and invoicing processes. HP order and invoicing partner is Best2Serve B.V. (<http://www.best2serve.com/>).

For more information

For more information, visit www.hp.com/uk/smartfriend

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HP SMARTFRIEND SERVICE OFFERINGS

HP provides a variety of HP SmartFriend Service options ranging from 1 year Subscription Service, 1 month, 3 months, 6 months, 12 months or One Incident Prepaid Service.

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HP SmartFriend - Subscription Service – 1 year duration

HP SmartFriend 1 year Subscription Service for up to 3 primary devices¹ includes: unlimited² help over the phone and/or remote log-in³, 7 days a week, 14 hours a day (between 8:00 a.m. and 10:00 p.m. local time) access to experienced and certified HP technicians and remote Desktop agent.

Support includes⁴:

- Assistance with general performance issues;
- Detecting and removing Viruses, Spyware and Malware;
- Trouble-shooting/resolving problems such as error messages, persistent pop ups, system application crashes;
- Diagnosing and fixing operating system issues;
- Addressing computer boot up problems;
- Trouble shooting and solving software problems;
- Installation and set-up of software applications;
- Help with basic usage of most common software packages;
- Assistance with network set-up and configuration;
- Securing a wireless network;
- Configuring data back up to a local storage device;
- Assistance with uploading photos to Internet-based services;
- Sync mobile devices with PC application;
- Assistance with downloading licensed media from the Internet;
- Assistance with using and customizing Windows OS features;
- Assistance connecting a secondary peripheral device(s) such as printer to wire or wireless home network, and establishing connection with primary device;
- Assistance trouble-shooting/resolving common printer driver issues – downloading and installing new printer drivers to primary device.

Subscription Terms:

- 12 months from purchase or 12 months from registration if customer buys the Service from an HP reseller
- Only if customer purchases the Services from an HP reseller, requires registration within thirty (30) days after purchase. If customer does not register HP is not obliged to provide Services and any pre-paid service charges will not be returned.
- Support is for up to three designated primary devices per service
- See HP SmartFriend terms and conditions for additional terms

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HP SmartFriend Prepaid Service – 1 month duration

HP SmartFriend 1 month Prepaid Service for up to 3 primary devices¹ includes: unlimited help over the phone and/or remote log-in², 7 days a week, 14 hours a day (between 8:00 a.m. and 10:00 p.m. local time) access to experienced and certified HP technicians and remote Desktop agent.

Support includes³:

- Assistance with general performance issues;
- Detecting and removing Viruses, Spyware and Malware;
- Trouble-shooting/resolving problems such as error messages, persistent pop ups, system application crashes;
- Diagnosing and fixing operating system issues;
- Addressing computer boot up problems;
- Trouble shooting and solving software problems;
- Installation and set-up of software applications;
- Help with basic usage of most common software packages;
- Assistance with network set-up and configuration;
- Securing a wireless network;
- Configuring data back up to a local storage device;
- Assistance with uploading photos to Internet-based services;
- Sync mobile devices with PC application;
- Assistance with downloading licensed media from the Internet;
- Assistance with using and customizing Windows OS features;
- Assistance connecting a secondary peripheral device(s) such as printer to wire or wireless home network, and establishing connection with primary device;
- Assistance trouble-shooting/resolving common printer driver issues – downloading and installing new printer drivers to primary device.

Prepaid Terms:

- 1 month from purchase
- Support is for up to three designated primary devices per service
- See HP SmartFriend terms and conditions for additional terms

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HP SmartFriend Prepaid Service – 3 month duration

HP SmartFriend 3 month Prepaid Service for up to 3 primary devices¹ includes: unlimited help over the phone and/or remote log-in², 7 days a week, 14 hours a day (between 8:00 a.m. and 10:00 p.m. local time) access to experienced and certified HP technicians and remote Desktop agent.

Support includes³:

- Assistance with general performance issues;
- Detecting and removing Viruses, Spyware and Malware;
- Trouble-shooting/resolving problems such as error messages, persistent pop ups, system application crashes;
- Diagnosing and fixing operating system issues;
- Addressing computer boot up problems;
- Trouble shooting and solving software problems;
- Installation and set-up of software applications;
- Help with basic usage of most common software packages;
- Assistance with network set-up and configuration;
- Securing a wireless network;
- Configuring data back up to a local storage device;
- Assistance with uploading photos to Internet-based services;
- Sync mobile devices with PC application;
- Assistance with downloading licensed media from the Internet;
- Assistance with using and customizing Windows OS features;
- Assistance connecting a secondary peripheral device(s) such as printer to wire or wireless home network, and establishing connection with primary device; and
- Assistance trouble-shooting/resolving common printer driver issues – downloading and installing new printer drivers to primary device.

Prepaid Terms:

- 3 months from purchase
- Support is for up to three designated primary devices per service.
- See HP SmartFriend terms and conditions for additional terms

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HP SmartFriend Prepaid Service – 6 month duration

HP SmartFriend 6 month Prepaid Service for up to 3 primary devices¹ includes: unlimited help over the phone and/or remote log-in², 7 days a week, 14 hours a day (between 8:00 a.m. and 10:00 p.m. local time) access to experienced and certified HP technicians and remote Desktop agent.

Support includes³:

- Assistance with general performance issues;
- Detecting and removing Viruses, Spyware and Malware;
- Trouble-shooting/resolving problems such as error messages, persistent pop ups, system application crashes;
- Diagnosing and fixing operating system issues;
- Addressing computer boot up problems;
- Trouble shooting and solving software problems;
- Installation and set-up of software applications;
- Help with basic usage of most common software packages;
- Assistance with network set-up and configuration;
- Securing a wireless network;
- Configuring data back up to a local storage device;
- Assistance with uploading photos to Internet-based services;
- Sync mobile devices with PC application;
- Assistance with downloading licensed media from the Internet;
- Assistance with using and customizing Windows OS features;
- Assistance connecting a secondary peripheral device(s) such as printer to wire or wireless home network, and establishing connection with primary device; and
- Assistance trouble-shooting/resolving common printer driver issues – downloading and installing new printer drivers to primary device

Prepaid Terms:

- 6 months from purchase
- Support is for up to three designated primary devices per service
- See HP SmartFriend terms and conditions for additional terms

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Trademark

Microsoft is a U.S. registered trademark of Microsoft Corporation.



HP SmartFriend Prepaid Service – 12 month duration

HP SmartFriend 12 month Prepaid Service for up to 3 primary devices¹ includes: unlimited help over the phone and/or remote log-in², 7 days a week, 14 hours a day (between 8:00 a.m. and 10:00 p.m. local time) access to experienced and certified HP technicians and remote Desktop agent.

Support includes³:

- Assistance with general performance issues;
- Detecting and removing Viruses, Spyware and Malware;
- Trouble-shooting/resolving problems such as error messages, persistent pop ups, system application crashes;
- Diagnosing and fixing operating system issues;
- Addressing computer boot up problems;
- Trouble shooting and solving software problems;
- Installation and set-up of software applications;
- Help with basic usage of most common software packages;
- Assistance with network set-up and configuration;
- Securing a wireless network;
- Configuring data back up to a local storage device;
- Assistance with uploading photos to Internet-based services;
- Sync mobile devices with PC application;
- Assistance with downloading licensed media from the Internet;
- Assistance with using and customizing Windows OS features;
- Assistance connecting a secondary peripheral device(s) such as printer to wire or wireless home network, and establishing connection with primary device; and
- Assistance trouble-shooting/resolving common printer driver issues – downloading and installing new printer drivers to primary device

Prepaid Terms:

- 12 months from purchase
- Support is for up to three designated primary devices per service
- See HP SmartFriend terms and conditions for additional terms

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HP SmartFriend Prepaid Service – One Incident

HP SmartFriend One Incident Prepaid Service for 1 primary device¹ includes: unlimited help over the phone and/or remote log-in², 7 days a week, 14 hours a day (between 8:00 a.m. and 10:00 p.m. local time) access to experienced and certified HP technicians and remote Desktop agent.

Support includes³:

- Assistance with general performance issues;
- Detecting and removing Viruses, Spyware and Malware;
- Trouble-shooting/resolving problems such as error messages, persistent pop ups, system application crashes;
- Diagnosing and fixing operating system issues;
- Addressing computer boot up problems;
- Trouble shooting and solving software problems;
- Installation and set-up of software applications;
- Help with basic usage of most common software packages;
- Assistance with network set-up and configuration;
- Securing a wireless network;
- Configuring data back up to a local storage device;
- Assistance with uploading photos to Internet-based services;
- Sync mobile devices with PC application;
- Assistance with downloading licensed media from the Internet;
- Assistance with using and customizing Windows OS features;
- Assistance connecting a secondary peripheral device(s) such as printer to wire or wireless home network, and establishing connection with primary device;
- Assistance trouble-shooting/resolving common printer driver issues – downloading and installing new printer drivers to primary device;

One Incident Terms:

- Services must be used by the Customer within 30 days after purchase
- Support is for one designated primary device per service
- See HP SmartFriend terms and conditions for additional terms

¹HP SmartFriend will support notebook, desktop PCs and tablets, all brands (HP and non-HP) and multi operating systems (as described above).

² Subject to the limitations set out in the terms and conditions.

³Internet connection required.

⁴Does not include Operating System recovery and PC hardware repair services.

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