

HP Care Pack Services are an entire family of IT support offerings designed to help enterprises achieve maximum print environment uptime. Care Packs are offered in 1, 3, 4, and 5-year increments, and can be customized to fit almost any budget and any service level requirement. Companies that operate in a flexible environment may be perfectly served by our Next Business Day Hardware Support Service, which guarantees service between 9 and 5 on the first business day following a service request. Companies with a greater degree of urgency may instead opt for Same Day Hardware Support. This service guarantees that a technician will arrive at your business within four hours of a service call to provide support, and depending on the contract you choose, the technician can be available 8 hours a day on business days, 13 hours a day on business days, or 24 hours a day seven days a week. In addition, Care Packs can provide Next Day Exchange Services which allow you to [explain] or Return-to-HP services which allow you to [explain]. || Care Packs are not exclusively restricted to the repair and support of previously installed machines. If you regularly need assistance with new hardware installation, network configuration, or maintenance kit replacement, your Care Pack contract can be designed to include the provision of these important services.|| The following options that were previously offered will no longer be available under the Care Pack program: | 2 year pack | Advanced maintenance support | 24x7, except on 9000 MFP|