

HP IT Asset Disposition Service

Service overview

When it's time to retire old devices, you want to make sure the job gets done the right way. HP helps IT teams responsibly repurpose or recycle hardware. Improve e-waste management and transition towards a circular economy by returning your end-of-use devices to HP for secure repurposing or recycling through the HP IT Asset Disposition Service.^{1,2}

This service delivers a simple solution that includes the secure repurposing of your devices that have reached end-of-use and provides you with any residual value.

Service benefits

- Simple device return processes
- Secure data wiping of devices
- Progress towards your sustainability goals
- Support the circular economy
- Recover residual value from returned devices
- Responsible repurposing or recycling of end-of-use assets

Features and specifications

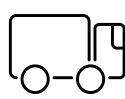
Securely retire your end-of-use devices with simple device collection and data wiping services, so technology can be responsibly repurposed or recycled.³ IT Asset Disposition helps IT teams:

- Easily dispose of end-of-use devices
- Ensure device data is erased or destroyed per the latest industry standards
- Receive residual value for the returned devices based on a fair market value⁴
- Receive a Certificate of Data Sanitization and a Sustainability Benefit Report

Customer experience



Request
quote



Device
collection



Data
sanitization



Receive
reports



Receive
payment⁵



Reuse



Recycling

Delivery specifications

PACK AND DELIVER SERVICE PROVIDED BY AN HP-AUTHORIZED REFURBISHMENT PARTNER

Under the standard logistic service, HP will review the number of devices per country and pickup location, and collection fees will be calculated and provided in the HP ITAD quotation. The HP-authorized refurbishment partner will make an appointment for collection within two business days of the request. Pickup will occur within the next five to ten business days from the appointment date, depending on the availability of both the partner and the customer. Packaging will be provided by the authorized refurbishment provider. Accessories and peripherals that belong to the assets will be collected for free. Power chargers must be included in the shipment, if they are missing, there will be an impact on the buyback value. A pallet count will be carried out for pre-palletized collections. You will sign a detailed collection job order prior to removal of assets/pallets.

- **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 partner. All devices will go through a data sanitization process to ensure all of your information is removed.
- **Reporting:** Once the 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. Payment instructions will be sent separately from the Audit and Financial Report. The Certificate of Data Sanitization provides you with the official certification of data sanitization following National Institute of Standards and Technology (NIST) recommendations. The Sustainability Benefit Report shares your contribution to the avoidance of greenhouse gas emissions.
- **Repurposing:** HP will repurpose or resell your devices according to HP’s product reuse standards and all applicable federal, state, and local laws and regulations.

CUSTOMER SELF-SHIPPING

If self-shipment is chosen, HP will provide shipping instructions for all accepted quotes, and you must ship the devices to HP to arrive within 20 business days of accepting the estimate. Please check with your HP contact for country availability. When packaging your devices, be sure to include all materials e.g., peripherals, accessories, etc. that were included in the original quote calculation.

Customer responsibilities

PREPARATION

If the deinstallation service is ordered HP will make the necessary asset preparation. Otherwise, you must consolidate all applicable assets in a central location on the ground floor or in an area with elevator accessibility and direct access to the loading area. Packaging 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 that needs to be retained from the devices being recovered must be backed up prior to allowing HP access to the devices. Confidential information should be deleted.

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 charges 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 healthy or safety hazards, 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: (a) was known or becomes known to the receiving party without obligation of confidentiality; (b) is independently developed by the receiving party; or (c) 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 on 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 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.

QUOTING

HP will provide a non-binding quote that is valid for 30 calendar days based on the information you provide about your devices ("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

You must confirm that your company is the sole and rightful owner of the device that you have offered to sell to HP and that you have clear title to it. In addition, you will confirm that your right is clear of any and all lien claims or encumbrances. You will also need to confirm that you have been granted the power and authority to enter into this agreement on behalf of your organization and that it is an ongoing commercial enterprise and therefore eligible to avail the services which HP offers only to commercial customers. If you fail to adhere to any of the commitments and warranties set out in your agreement, HP shall have the right to withdraw from the agreement without any liability whatsoever. You would be fully responsible for any expenses, liability or claims that HP may incur as a result of the breach.

DEACTIVATION AND PERSONAL DATA

You must deactivate all services to your device, including “Find My Device,” and remove any embedded codes to enable HP to data wipe your device. By removing all personal information you will not be able to recover any data or files stored on the device after you return it. HP is not responsible for any lost personal data or files left on or in the device.

PROMPT SELF-SHIPMENT AND SELF-SHIPPING

You will need to ship the device to the address provided so it can arrive within 20 days of accepting the quote. 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. Failure to include all materials could influence the final value of your device and/or result in the need for a new quote.

PAYMENT - FOR CUSTOMERS BUYING DIRECTLY FROM HP

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| <ul style="list-style-type: none">• Residual value: You will receive clear instructions from HP on how to generate your invoice for your devices’ buyback value. Once your invoice is sent to HP, you will be paid per HP’s standard payment terms. To pay for the processing and logistics service, HP will provide clear instructions and send you an invoice. | <ul style="list-style-type: none">• Transfer of ownership from you to HP: The title for the devices passes from you 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 customer agreement. |
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Payment—for customers buying through an HP partner and for all customers in Poland, Hungary, Romania, Bulgaria, and Greece. You will receive clear instructions from HP to generate your invoice for your devices. HP’s partner will provide you with an invoice for the processing and logistics price. The payment stream will be netted off. If the residual value is higher than the services costs, you will get paid for the difference within 30 business days from the receipt of your invoice. If the residual value is lower than the services costs, you will pay HP’s partner the difference according to your standard payment terms. Transfer of ownership from you to the HP ITAD partner—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 customer agreement.

Exclusion

APPOINTMENT BOOKING AND CANCELLATION

Service appointments must be scheduled seven business days in advance. Changes or cancellations must be made two 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 and 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 any access limitations at the time of ordering to prevent additional costs. Pallet count will only be carried out for palletized collections and redeployment deliveries. All sites must comply with standard health and safety conditions. Collections at specific times, out-of-hours on weekdays, or on 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).

Terms and conditions

Terms and conditions are included in the statement of work (SOW) for the service.

For more information

Contact your local HP sales rep or visit hp.com/renew



- 1. Devices will be responsibly recycled if they cannot be repurposed for reuse.
 - 2. 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.
 - 3. Learn more about HP standards for [hardware reuse and recycling](#).
 - 4. 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.
 - 5. A prerequisite to the offer for non-HP devices is the proof of purchase for new HP devices.
- 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.