

HP “Dead On Arrival” (DOA) Process

Definition of a Dead On Arrival (DOA) Unit

Any HP that product does not conform to a customer’s order upon initial inspection, or fails (ie the unit is not operable at power-up or fails due to factory configured hardware, software or firmware problem(s)) within a specific period following purchase.

- In general, submission of claims must be within 30 days after end-user’s receipt for Imaging and Printing Group (IPG) products, and within 14 days for Personal Systems Group (PSG) and/or Technology Solutions Group (TSG) products. Any return outside of these periods is subject to approval by respective HP Business Unit.
- If the goods are found dented or scratched but the boxes are still in good condition, the delivery may be deemed a cosmetic defect related claim. In this instance, the HP Customer Care Centre approval and validation is required before the goods can be classified as Deficient on Arrival. The HP Product Manager can provide an exception approval.

How to Lodge a DOA Claim

- Corporate Resellers and Distributors can lodge DOA claims in e-Claims.
- Second Tier Resellers and customers can either contact HP (HP Customer Care Centre 131047) to lodge a case and may request a replacement unit directly from HP, or contact their Point of Purchase for either a replacement unit or refund.
 - The HP Customer Care Centre (HPCCC) will provide a CSO or Case ID, and either arrange a technician to review/fix the issue, or confirm the unit is DOA. If DOA, the HPCCC will provide a written confirmation to the caller, authorizing either a return or credit note. As part of this process, the HP CCC also liaise with the HP Returns team, who will arrange for the unit to either be collected (and credit note raised), or swapped out (ie collected and replaced with a new unit at the same time).

Who should log the claim within the partner organization?

- The person who logs the claim must be the person who knows the whereabouts of the defective unit(s) or shipment required to be returned. This must also be the person which HP Logistics can contact for collection purposes. The nominated contact person and phone numbers must be the rightful owners.

Special Requirements for eClaim submissions:

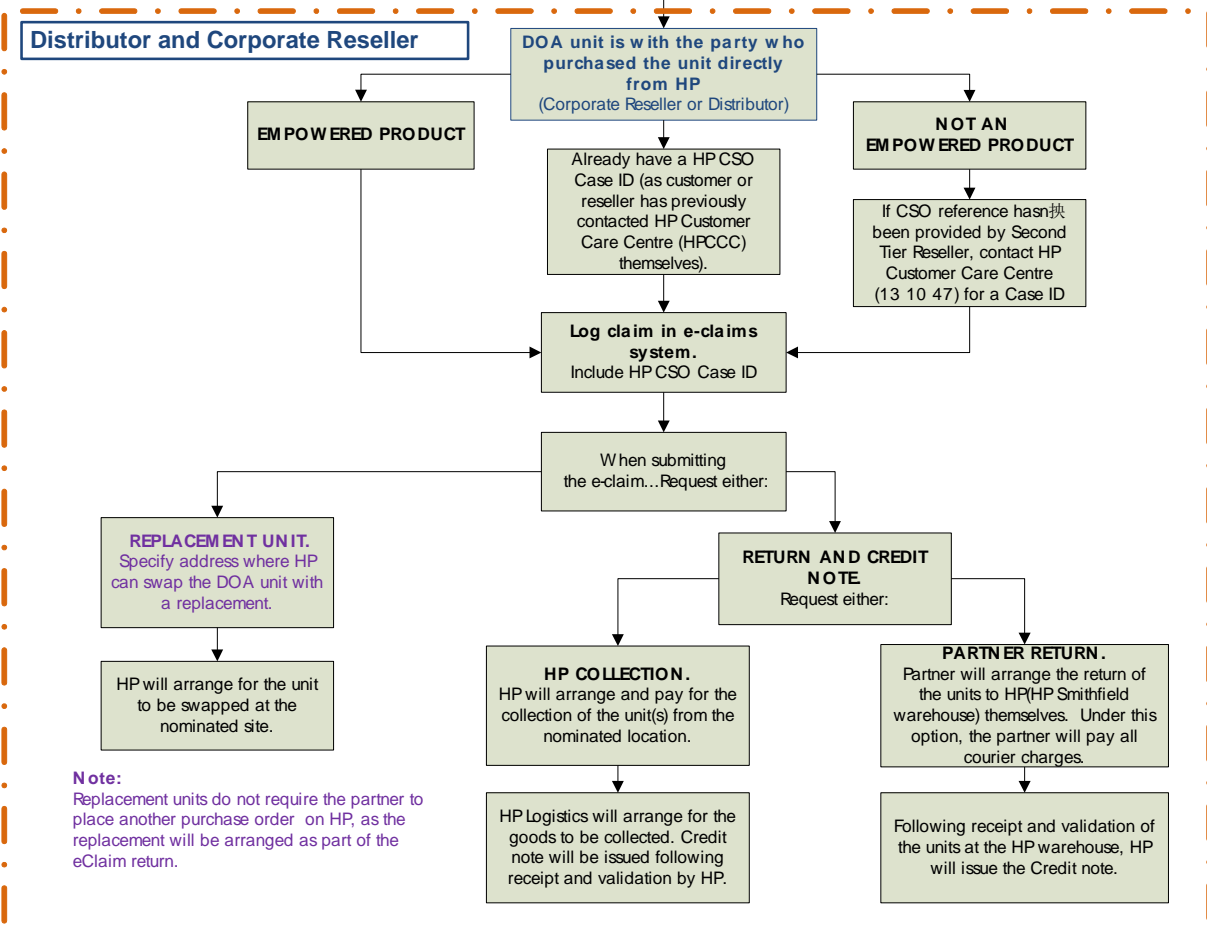
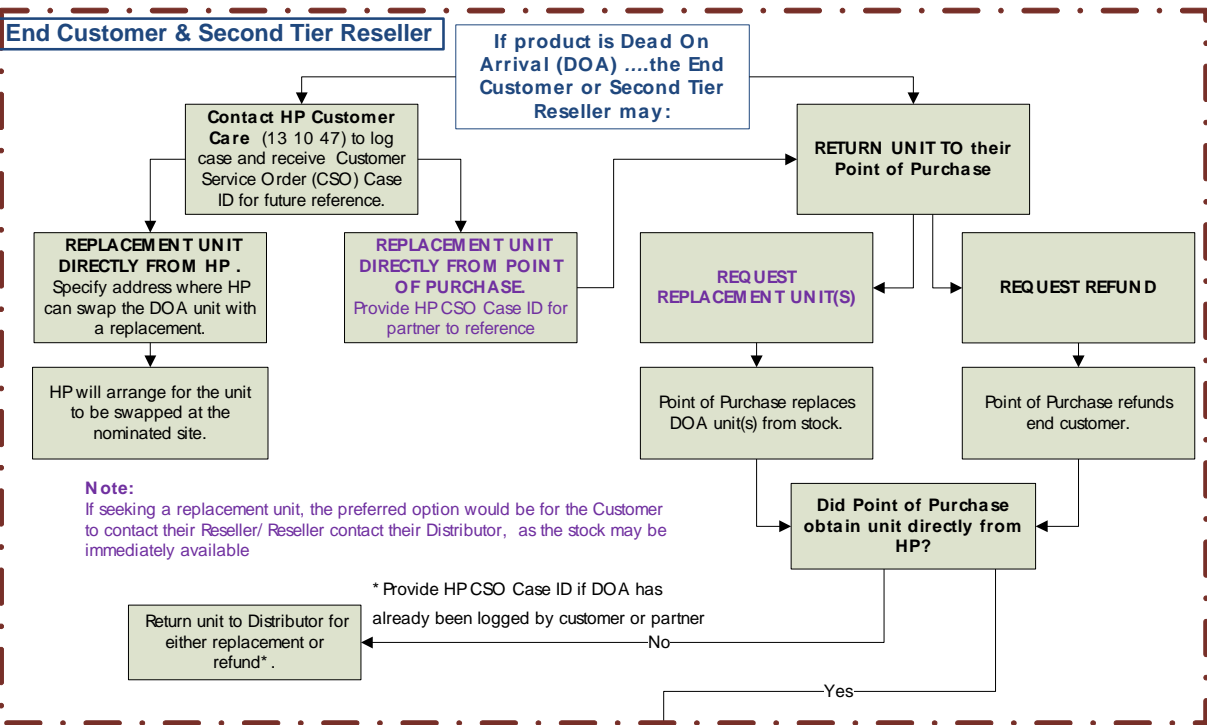
- Dead On Arrival (DOA) claims require the serial number of the physical units which allows HP to identify the original partner purchase order number, HP sales order or HP invoice number.
- Any pre-approval by a HP product manager must to be attached in the e-Claim.
- The CSO reference/Case ID assigned by the HP Customer Care Centre team must be included in the eClaim.

How can a partner check the status of a claim?

- Corporate Resellers and Distributors who have access to the eClaims tool on the HP Partner Portal can check the status of their claim online in the system. The status of a claim will be visible in the eClaims system 1 working day following submission.
- Second Tier Resellers should contact their Point of Purchase to manage the claim on their behalf.

What does the partner/customer need to do prior to collection?

The partner/customer needs to paste the CSO/Claim or eClaim ID on the outer carton box. Connote pick up slips will be issued to partners for reference. If collection does not take place within 5 days, the partner should advise their HP Returns contact for more information or clarity, or review the status in the eClaims.



Further information for HP Product Support: http://welcome.hp.com/country/au/en/contact/phone_assist.html