



1-800-456-8000 x66051

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Desk hours - 8:30-5:30 Eastern

Market Development – Brian Koch

1-800-456-8000 x66051

[www.hp.com/go/lookuptool](http://www.hp.com/go/lookuptool)

## Vendor Program Overview

HP Services offers solutions for extended and enhanced support solutions. With HP support you will have access to advance remote and/or onsite troubleshooting technicians. These experts will help provide solutions to problems facing your business and work towards resolutions.

## Key Products

Attach a carepack to all your HP hardware orders. The options for support can also be found online while you

## Maintenance/Support

HP offers support ranging from 9x5 up to Mission Critical Services for equipment that cannot afford to be offline. There is a support level to help meet your business need. Allow HP to help take some of the burden off your IT infrastructure.

## Authorization Requirements

HP only requires a standard BDA (Business Development Agreement) in place to purchase HP support. For questions or help in becoming authorized if you aren't already please reach out to [HPCarepacks@IngramMicro.com](mailto:HPCarepacks@IngramMicro.com).

## Ordering Requirements

HP Service only requires minimum order of 1 on any single product. To assure prompt processing of your HP Carepack Purchase, please be sure to include the following information when placing your order with us:

1. Reseller po#
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code (no PO Boxes accepted)
4. End-user contact name - first and last name required
5. End-user contact phone number (optional)
6. End-user contact email address (email domain must match business name)
7. End-user contact email address (email domain must match business name)
8. Reseller email address is needed

## Product Delivery

HP Carepacks are processed typically in 24-48 hour. The order will generate an email for [CSNCarepack@HP.com](mailto:CSNCarepack@HP.com); these can be sent to resellers or end users to complete the registration of the support. This product is virtual; there is no physical product that ships.

## Renewals

Renewals can be purchased up to 90 days in advance of lapse. Quotes will be automatically generated within Click2License with available options. To prevent any exposure on your customer's hardware, be sure to register in advance of support expiration.

### **Pricing Programs**

HP Big Deals – If you have an HP Big Deal please contact your Ingram sales team to process that special pricing. For any other special pricing options you will also have to contact your Ingram Sales Team.

### **Important Notes**

HP requires reseller email address for all orders.

Presales support please contact 800-289-9052 option 2 option 2.

Post sales support 800-633-3600.