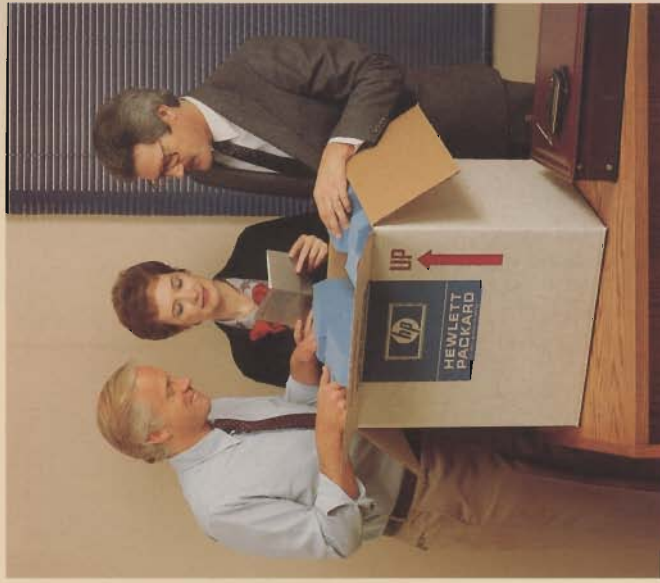




# HP PERSONAL COMPUTER CARE

Special Attention for Special Products



## HP Personal Computer Care Options: One is Right for You

**Priority On-Site Service** — On-site service within 4 coverage hours of your call (for locations within 100 miles/160 kilometers of an HP Service Responsible Office). It is ideally suited for coverage of workstations used in critical applications.

**Next Day On-Site Service** — Next day service at your location (within 100 miles/160 kilometers of an HP Service Office). It is designed to provide a high degree of uptime for the majority of your workstation products.

**Scheduled On-Site Service** — Weekly maintenance visits to a single, central location for customers with a minimum of 25 eligible products. It is your most economical choice for on-site service.

**Customer Return Service** — Economical mail or carry-in service offering substantial savings for returning your products to a conveniently located HP Field Repair Center (12 of these in the United States and 33 throughout the world). Customer Engineers perform the repairs and return-ship to you within 3 days or less.

**Courier Return Service** — Convenient on-site pickup of your equipment for delivery to an HP Field Repair Center. Our designated courier then delivers the repaired product back to your site, often within 4 days.

**Dealer Repair Center Service** — In addition, your local HP Personal Computer Dealer may provide similar services as an authorized HP Dealer Repair Center. Contact the dealer most convenient to you for help in selecting a program.

From

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\_\_\_\_\_  
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NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

## BUSINESS REPLY MAIL

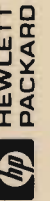
FIRST CLASS PERMIT NO. 607 CUPERTINO, CA

To: **Hewlett-Packard Company**

Attn: Support Sales Center  
19310 Pruneridge Avenue  
Cupertino, CA 95014



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5954-2792



**HP Computer Museum**  
**[www.hpmuseum.net](http://www.hpmuseum.net)**

**For research and education purposes only.**

## Congratulations. You've Got a Lot to Look Forward to!

You've made a smart choice in buying a Hewlett-Packard personal computer product, and you can make an equally smart choice in arranging for its care. It stands to reason that the people who make a product are the same people who know how to provide the best service for it.

Hewlett-Packard offers you a choice of services designed to keep your equipment operating at peak performance levels. From on-site to mail-in service, these contractual agreements are spelled out clearly in individual data sheets. You know what to expect, **when** to expect it, and **where** it will be provided.

### HP Personal Computer Care Extends Your Confidence

All of the contractual services which make up HP Personal Computer Care work to protect the investment you have made—in time as well as money. They help you get the most out of your HP equipment by providing lasting value in terms of:

- **Economy through Quality.** The reliability built into Hewlett-Packard products allows us to provide maintenance agreements at the lowest possible cost.
- **Guaranteed Cost.** With a prepaid annual agreement, the price is fixed for the entire year. This guaranteed cost allows you to budget without allowances for unexpected expenses.
- **Availability.** You maximize the availability of your equipment because response/repair times are shorter for products under contract.
- **Flexibility.** You can select a service that meets your requirements for convenience, response and cost.

### Choose a Maintenance Service to Meet Your Needs

In the United States, call:

**800-835-HPHP**

A support specialist will help you understand the variety of services available (see the back page for a quick summary). Or, mail the attached card requesting our response.

Outside of the United States, contact your local HP sales office, distributor, or dealer. For help in locating your nearest HP office, you can call 408-741-3033. In most international locations, the same range of options is available for you.



# Effective, Economical HP Personal Computer Care

I would like further information on HP maintenance services.

Please contact me to discuss my needs.

Please give me a written quotation based on the following products:\*

**Product No.**

**Options**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

\*Please list hardware products only.

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_