

CONSIDERING A  
REFURBISHED PC? **RELAX**  
AND START **SAVING**



## Refurbished PCs from HP



Having some qualms about purchasing a refurbished computer? Perhaps you're worried that you will encounter problems if the machine was returned as defective and the factory refurbishing process didn't actually fix the issue. Or you're concerned that the technology is out-of-date and it won't be able to keep up with your software applications. Let's put these and other common misconceptions about refurbished products to rest.

### **Not all refurbis are created equal.**

Opposed to a used model that is sold by an online individual seller, a refurbished PC may have been used only a few days. HP offers a 30-day return on new computers, and inevitably, some are returned during that period because the customer didn't like the keyboard, decided the laptop was too heavy, didn't like the color, and so on. All such PCs have to go through the refurbishing process, but they may have never been used.

In many cases, a refurbished PC from HP could be a system that was

returned because newer models took its place, a cancelled order, or simply because the packaging was marred.

### **Quality assurance**

Before being re-introduced into the market, HP returns are thoroughly tested to make sure they're in proper working order. If a model fails testing, HP determines cause and replaces any failed components. If a model contains a component with a known failure rate, the component is automatically discarded. Then, refurbished models are put through a series of mechanical and electrical stress tests, new software BIOS are downloaded, a final inspection, cleaning and re-packaging.

Because refurbished products undergo more rigorous inspection and testing than new products, the defect rate of refurbished items is usually lower than that of items sold as new, but if you should need support, the factory refurbished products from HP are protected with a HP limited warranty.

## **Are factory refurbished products from HP as good as new?**

Most often, refurbished products are indistinguishable from their equivalent new counterparts, though some items may have cosmetic blemishes or scratches.

Generally speaking, refurbished models aren't the latest and hottest models, but they're usually from product lines that are still active, and more than adequately equipped with enough power and features to handle most

applications — and you can't beat the value. HP re-certifies their products to the factory specifications and architectural features of the original model, so you can expect the same performance, software, and ISV certifications as when it was brand new.

Refurbished PCs are a good choice if you want to get more features for your money and you don't need the fastest performance, the very latest model, or a computer that's customized to your specific needs. If those are priorities, then you may be happier purchasing a new computer.

## **HP's got you covered**

HP factory-refurbished products are covered by HP limited warranties. Warranty coverage varies by model, but generally speaking, refurbished business products are given a one year limited warranty and consumer products are given a 90-day warranty. For complete details, read the warranty documentation enclosed in the product box.

Customers have the option to extend or enhance warranty coverage with HP Care Packs, such as 3-Year Next Business Day Onsite, from \$99.\*

\*Prices for HP Care Pack services vary depending on hardware. Service levels and response times for HP Care Packs may vary depending on your geographical location. Service starts on date of hardware purchase. Restrictions and limitations apply. For full service details visit: [www.hp.com/go/carepack](http://www.hp.com/go/carepack).



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