



# HP Service Centers for Printers & Computers



## Why use an HP Certified Repair Center?

HP has servicing centers in the Kingdom. These service centers have trained personnel who know how to correctly diagnose and repair your HP products. Using only HP genuine parts for the repair, we assure you that your device is in safe hands and will be repaired correctly. Here are some of the professional services that we offer:

- Troubleshooting and repair.
- General service maintenance.
- Setup, installation and configuration.
- Certified HP technicians.
- Scheduled maintenance.
- Warranty repairs and services.

STCLandline / GSM: **800 844 0785**

ZAIN GSM:  
MOBILY GSM : **800 850 0405**

## How to schedule a repair?

Contact HP today on our toll free number to schedule a repair with an HP service center [800 844 0785 - 800 850 0405](tel:8008440785). The HP agent will determine if your device needs to be repaired at a service center.

If repair is needed, our personnel will schedule an ON-SITE visit at your location, or provide you with directions on where to hand your product over for OFF-SITE repairs.

## Our location and service specifications

**HP has 3 service centers located in:**

- [Riyadh](#)
- [Jeddah](#)
- [Khobar](#)

## How long does the repair take?

Repairs can take between 1 to 5 days depending on the level of service covering your product: next business day or standard warranty. Our personnel at the HP Service Center can assist you in tracking the progress of your repairs. Due to parts back orders, shipping issues, or circumstances beyond HP's control your repair may require additional time. In these situations, you will be notified by HP.

For each city service level agreement (SLA), please refer to the attached table.

## What information do I need to provide?

In order for our personnel to be efficient and time oriented in your repairs, we require the display of your warranty cards together with the proof of purchase.

Delivery notes, as requested by HP service center representatives.

Software provided in imaging/printing devices will ensure a speedy recovery.

HP is not liable to any consequential damages by data loss during inspection and/or processes of repair.

HP service centers consist of well trained, highly qualified personnel aiming to reduce the downtime of your repairs while providing you with effective and long lasting service solutions. Our locally based teams offer you doorstep solutions as well as walk in problem solving through the use of our expertise at the HP Service Center. Benefits ranging from instant access to spare parts, support calls answered instantly, fast resolutions to faults and a well-motivated team aiming to make it a one-time repair are few of the reasons why customers worldwide have grown to trust HP authorized Service Centers.

Contact us today on our toll free number [800 844 0785 - 800 850 0405](tel:8008440785)

Our personnel excel in providing immediate solutions, and are available to provide solutions to any query through a simple call to our Service Center.

**Working hours:** Sunday – Thursday 17:00 – 08:00 call center service available

You can also visit our website for further information at [www.hp.com/me](http://www.hp.com/me)

### Step 1

Customers encounter problems with HP device(s) and request a repair through HP call center [800 844 0785 - 800 850 0405](tel:8008440785). Our personnel advise on ON-SITE visit or walk in solutions, based on customer convenience.

### Step 2

Validation, problem identification and appropriate solution analysis to be done by HP Service Center.

### Step 3

Customer will receive notifications on completion of servicing and repairing requests, following by manual pickup.

Please visit us at [www.hp.com/me](http://www.hp.com/me)

## HP also offers variety of channels to log a support calls with HP call centers:

### By Phone

Customers call the HP Support center and support is provided by HP call center directly [800 844 0785 - 800 850 0405](tel:8008440785).

### By Chat

Customers chat with the support center @ Bangalore (support provided only in English currently). Remote with phone support is provided and if onsite is required, then it is transferred to the CTS Dubai Team

### By Web

Once customer logs the request via web, then the case gets to the transferring queue and it is supported out by HP Agents in Dubai.

### Procedures / More information or steps are available at the following links

<http://goo.gl/3NvBw6>

### By Chat – Steps are available on the below link

<https://goo.gl/MOvFT>

### By submitting a case directly via web

<http://goo.gl/Cr9vHm>

### By HP Support Centre website

<http://goo.gl/uw3fFI>

### By HP Support Centre Mobile App

<http://goo.gl/wDcnRH>

## HP Pick up and return Services:

HP offer free of charge pick up and returned Services for customers located 80 KM out of the mentioned cities

### Coverage:

Available in regions of the Kingdom.

### How to trigger Pick up and Return services :

Call **800 844 0785 - 800 850 0405** , and indicate that you are away located 80KM outside the service centre.

### What is included

- **Above 80km from service center**
- **Cut off time: 16:00**
  - > Before 16:00 a NBD/2BD collection target
  - > All calls after 16:00 an extra day should be added in terms of commitment

## Below is the Service Level Agreement for each city around the Kingdom

City	City where onsite engineer is located	WUR with collection	OnSite SLA
Riyadh	Riyadh	5 BD	NBD
Jeddah	Jeddah	5 BD	NBD

2BD: 2 Business Days  
NBD: Next Business Day

<b>City</b>	<b>City where onsite engineer is located</b>	<b>WUR with collection</b>	<b>OnSite SLA</b>
<b>Mecca</b>	<b>Jeddah</b>	5 BD	NBD
<b>Medina</b>	<b>Jeddah</b>	7 BD	2 BD
<b>Al-Ahsa</b>	<b>Khobar</b>	5 BD	NBD
<b>Taif</b>	<b>Jeddah</b>	5 BD	NBD
<b>Dammam</b>	<b>Khobar</b>	5 BD	NBD
<b>Khamis Meshet</b>	<b>Jeddah</b>	8 BD	3 BD*
<b>Buraidah</b>	<b>Riyadh</b>	7 BD	2 BD
<b>Khobar</b>	<b>Khobar</b>	7 BD	NBD
<b>Tabouk</b>	<b>Jeddah</b>	8 BD	3 BD*
<b>Hail</b>	<b>Riyadh</b>	8 BD	3 BD*
<b>Hafar albatin</b>	<b>Riyadh</b>	8 BD	3 BD*
<b>Jubail</b>	<b>Khobar</b>	7 BD	NBD
<b>Al Kharj</b>	<b>Riyadh</b>	5 BD	NBD
<b>Qatif</b>	<b>Khobar</b>	7 BD	NBD
<b>Abha</b>	<b>Jeddah</b>	8 BD	3 BD*
<b>Najran</b>	<b>Jeddah</b>	8 BD	3 BD*
<b>Yanbu</b>	<b>Jeddah</b>	7 BD	2 BD
<b>Al Qunfudah</b>	<b>Jeddah</b>	7 BD	2 BD

2BD: 2 Business Days

3BD: 3 Business Days

NBD: Next Business Day

\* All these cities SLA's are depending on flight availability



### Riyadh

Best Arabian Trading & Contracting Co. Ltd  
Ensure, 1St Street Al-Jazeera, Sulay District  
Al Rashid Building Block#18  
Riyadh 14262 | Kingdom of Saudi Arabia Toll free  
number :920033446



### Khobar

Best Arabian Trading & Contracting Co. Ltd  
Ensure, Hail Centre, Damam Khobar Highway  
Rakha Crossing Road  
Al Khobar - Kingdom of Saudi Arabia Toll free  
number :920033446



### Jeddah

Best Arabian Trading & Contracting Co. Ltd  
Ensure, Computer City  
Opp. National Guard, Palestine Street Jeddah -  
Kingdom of Saudi Arabia Toll free  
number :920033446