

# HP Service Centers for Printers & Computers



# 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**. 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:

- Rivadh
- 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

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

#### Step 1

Customers encounter problems with HP device(s) and request a repair through HP call center **800 844 0785 - 800 850 0405**. 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

#### 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.

#### **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

#### **Bv** 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 outsidethe 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

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

2BD: 2 Business Days 3BD: 3 Business Days NBD: Next Business Day

<sup>\*</sup> All these cities SLA's are depending on flight availability



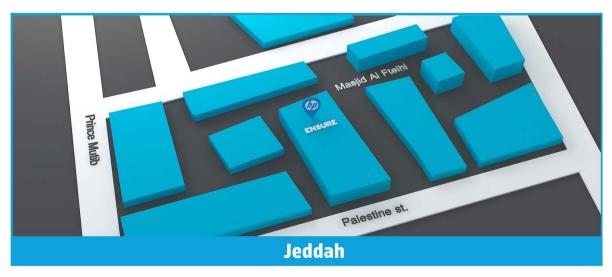
#### Riyadh

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



#### **Je**ddah

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