

Warranty Services

It's broke, now what?

While many hardware components are considered "disposable", what about the valuable pieces of technology that you have invested heavily in, and rely on each day?

Trivalent Group's warranty services aim to assist our clients that have invested in the premier hardware platform on the market today – Hewlett-Packard. Why have your IT staff spend their valuable time on the phone doing basic troubleshooting, boxing up equipment and shipping it?

Trivalent has forged a deep relationship with HP and has the processes and people in place to efficiently and consistently facilitate your warranty repairs and equipment exchanges for you. For a nominal investment, you can leave the hassles of dealing with the manufacturer to us, and focus on your core business.



Don't get the expected...get what you DEMAND.

Warranty Services (HP Only* - PER EVENT)

CATEGORY A	CATEGORY B	CATEGORY C
\$55 per Device	\$75 per Device	\$95 per Device
Desktops	Switches	Servers
Workstations	To facilitate your own repairs, contact HP by calling 1-800-HP-INVENT (474-6836)	
Laptops		
Monitors		

What Is Covered By Warranty?

- ♦ Units that have a parts and labor warranty.
- ♦ The hardware listed on warranty documentation for the system and the labor to replace it.
- ♦ Commercial products only.

What Is Not Covered by Warranty?

- ♦ Diagnostic work, either remote or on-site.
- ♦ Travel time portal to portal.
- ♦ Backup, restore of data, or data lost during repair.
- ♦ Reinstallation of software including Operating Systems.
- ♦ Effort required due to user error.
- ♦ Repair due to abuse/misuse of equipment.
- ♦ Consumer products.

Corporate Headquarters

3145 Prairie Street, SW
Grandville, Michigan 49418

Southern Michigan

5048 Lovers Lane
Portage, MI 49002

Mid Michigan

1001 Fairfield Dr.
Mt. Pleasant, MI 48858

Tel. 1-888-trivalent

www.trivalentgroup.com

Work not covered by warranty will be billed at Trivalent Group's current published rates.

Warranty terms vary by manufacturer and are subject to change without notice.

