Limited HPE-brand server recycling service in USA and Canada

Service summary and access information

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Services summary
HPE offers a number of programs to suit different needs for used electronic hardware disposition, whether for trade-in, resale, or recycling. The services are available in the United States and many other countries. The programs are conducted in conformance to HPE standards.

This document covers one specific program—the “limited HPE-brand server recycling service”—with the following features (if you wish to review different services, please return to hpe.com/recycle):

- Recycling of HPE-brand servers located in the United States and Canada;
- Pickup and transport if required (continental USA and Canada);
- Standard Certificate of Destruction (CoD) if required (serial numbers not included on standard CoD).

The customer is responsible for uninstalling the server equipment, moving servers to a dock or shipping access point at their facility, and packaging the servers. See the Terms and Conditions below for complete detail.

Accessing the service
- Please read the Terms and Conditions.
- If you agree to the Terms and Conditions, proceed to submit an email request as described at the end of this document under “Request service”.

Terms and Conditions—“Agreement”

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS. BY OFFERING HPE-BRAND SERVERS TO Hewlett Packard Enterprise FOR RECYCLING, YOU ARE INDICATING THAT YOU HAVE READ AND AGREE TO BE BOUND TO THESE TERMS AND CONDITIONS.

SCOPE OF AGREEMENT
The purpose of this Limited HPE-Brand Recycling Service Agreement in the United States and Canada (the “Agreement”) is for Hewlett Packard Enterprise (“HPE”) to provide a service to recycle HPE-brand servers (the “Service”). Upon receipt of HPE-brand servers at an HPE partner recycling facility, Hewlett Packard Enterprise will be responsible for recycling Customers’ HPE-brand servers.

SERVICE ELIGIBILITY
The Service is available for HPE-brand servers located in the United States and Canada. HPE-brand servers are marked at the factory with the HPE or Hewlett Packard Enterprise name. To be eligible for the Service, Customer must provide information in or with the Service request including but not necessarily limited to the HPE server model number(s) to be recycled.

SERVICES PROVIDED TO THE CUSTOMER
1. Services free of charge
   a. Receipt of HPE-brand servers dropped-off at or shipped to a Hewlett Packard Enterprise partner recycling facility, and recycling in accordance with HPE’s Hardware Recycling Standards and with all applicable laws.
   b. Certificate of Destruction (CoD) if required by the Customer.

2. Service that may incur a charge
   a. Customer can request Hewlett Packard Enterprise to organize the pick-up and transportation of HPE-brand servers from Customer’s continental United States or Canada facility to an HPE partner recycling facility. A charge may be incurred for this service. If any charge applies to pick-up service, HPE or HPE’s service provider will issue a written price quotation for Customer approval before service is initiated. Additional payment information may be required and additional terms and conditions may apply to pick-up service charges.

3. Not included in Service
   b. The Service does not include packaging, equipment removal, or serial number reporting services. The Service does not include the option of pickup and shipping for Customer material located in Alaska or Hawaii. For HPE-brand servers located in Hawaii and Alaska, the Customer must arrange their own shipping after HPE or HPE’s service provider issues destination and scheduling information.
CUSTOMER RESPONSIBILITY

• Customer will ensure that equipment is free from contamination by chemicals, biological agents or other substances that are not integral to the original new equipment or otherwise associated with normal office environment.

• Customer will ensure that equipment picked-up/dropped-off is only Customer’s HPE-brand servers and no other products. Customer shall remove from servers and not include any tapes, diskettes, thumb drives, or other removable media in or with their shipment.

• Customer will ensure that the HPE-brand servers picked-up/dropped-off, including quantity and type, match the description contained in Customer’s service request.

• Customer is responsible for the deletion of all confidential data that may be contained within the servers. Customer acknowledges that Hewlett Packard Enterprise will not be in any way responsible for confidential data that is not removed from the servers. Hewlett Packard Enterprise will not return units once they have been picked up/delivered.

• In case customer is requesting pick-up:
  – In case a price quote is issued and accepted for pick-up services by HPE, customer is responsible to comply with the payment terms and conditions communicated with any pick-up cost quote.
  – Customer will provide a representative on-site (“shipping site contact”) on the day of the pickup to direct Hewlett Packard Enterprise’s service provider to the appropriate HPE-brand servers intended for recycling. Customer will be responsible for any costs incurred if incorrect equipment is released to Hewlett Packard Enterprise’s service provider.
  – Customer will take care that the HPE-brand servers are ready and available for pick-up on the date agreed upon by the Customer and HPE’s service provider.
  – Customer will centrally consolidate the HPE-brand servers needing to be recycled at a ground floor location, close to a loading area.
  – Customer will ensure that the HPE-brand servers are in a movable condition and in containers, packages, or packaging that is sound and adequate to prevent contents from being spilled or lost during normal shipping conditions. All containers, packages, and packaging must be securely fastened to pallets. Pallet exception #1: Rack-type servers on serviceable wheels may be shipped without a pallet so long as they are shrink-wrapped to prevent loss of components during normal shipping conditions. Pallet exception #2: If shipping only a small, less-than-pallet quantity of HPE-brand server hardware in boxes, then a pallet is not required.
  – Customer will ensure that the pick-up vehicle can be parked in front of the building and will address all site access issues in advance.
  – Although reasonable measures will be taken to provide secured transportation, HPE cannot be held liable for unexpected equipment loss during transportation.

PROCESS DESCRIPTION

• If included, pick-up/drop-off will be scheduled on normal business days, excluding public holidays, and during normal business hours.

• After receipt and acceptance of Customer’s complete and qualifying service request, Customer will be contacted by phone or email to identify pick-up/drop-off details. If any pick-up charges would apply, Customer will be provided with a cost quote and any additional terms and conditions for payment that must be accepted prior to service delivery.

If a Certificate of Destruction is required by the Customer, it will be provided within 60 days of HPE’s receipt of Customer’s HPE-brand servers at the HPE partner recycling facility.

HPE reserves the right to modify the terms and conditions applicable to the Service at any time.

END OF TERMS AND CONDITIONS (AGREEMENT)
Request service
To request HPE-brand server recycling service in the USA and Canada, complete and submit the form here. After HPE’s receipt of a complete request, you will be contacted via phone or email by HPE or HPE’s service provider(s) regarding next steps.

Document revision history
Program Name: Limited HPE-brand server recycling service in USA and Canada Document Status:

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