

External Communication

HP Channel Partners guide to HP Care Pack services & VAT in international business transactions.

- If your customer requires HP Care Pack services to be provided outside of the country where you normally operate, HP recommends that these HP Care Pack services are purchased from the HP sales entity (HP legal entity responsible for the sale of products and services) located in or responsible for the country where the delivery of the HP Care Pack service will actually take place.
- If you as a reseller or distributor would purchase HP Care Pack services from the HP sales entity in your home country for resale, activation and delivery in another country, issues may potentially arise in the following areas:
 - * Service availability and service levels in the country of delivery;
 - * HP Care Pack availability and registration in the country of delivery;
 - * VAT compliance.
- The VAT compliance risk results mainly from the following factors:
- Differences between applicable VAT regulations in each country;
- Sale of HP Care Pack services may require invoicing with local VAT in the country of service delivery;
- Invoicing with local VAT requires a VAT registration in the country concerned.
- To avoid this risk and any potential issues with tax authorities, HP recommends purchasing HP Care Pack services from the HP sales entity located in or responsible for the country in which the HP Care Pack service will be activated and delivered.
- If the HP Care Pack service is sold and invoiced **together with the supported Hardware product**, HP's position is that the VAT treatment of the HP Care Pack service is the same as for the Hardware product. As a result, the cross border sale of the HP Care Pack service would not raise any VAT compliance issues. The issues of services availability and HP Care Pack registration in the country of delivery remain to be checked.
- In case you have any specific questions about the VAT treatment of HP Care Pack Services, please contact your tax advisor.
- This guide is applicable for HP Care Pack Services in the EMEA region. HP Care Pack Services purchased in EMEA shall not be sold for activation and service delivery to a region/country outside EMEA.
- ***Important Note:*** *the purchase and resale of HP Care Pack remains at all times subject to compliance with the terms and conditions of your Reseller Agreement, including but not limited to export licensing compliance..*

