



Protect yourself from the unnecessary costs of repairs

HP Accidental Damage Protection Service

The service that covers your mobile lifestyle

Your laptop is one of the most vulnerable pieces of equipment in your everyday arsenal. Whether for work or play, laptops have become an integral part of our daily lives. Accidents happen. Repairs could be costly, while the inevitable downtime could affect your work productivity.

HP Accidental Damage Protection protects you from accidents not covered by a standard warranty. An affordable one-time payment prevents you from incurring hefty repair or replacement costs resulting from drops, spills, power surges and even damage to the LCD screen.



How HP Accidental Damage Protection Service protects you



Repair or replace your damaged product without additional costs or unnecessary downtime.



Receive accidental damage cover for your products in high-risk environments.



Expert support from HP is available via phone, real-time chat and email.



Coverage for replacement parts and materials, including labour and shipping.



Overview of HP Accidental Damage Protection

Definition of accidental damage	Physical damage to your product resulting from an unexpected accident that renders the unit inoperable.
Coverage	<ul style="list-style-type: none"> • Coverage applies to unintentional spills on the unit, drops, falls and electrical surges. This even includes damaged or broken liquid crystal displays (LCDs) or broken parts. • Does not cover cosmetic damage, theft, loss, damages caused by a vehicle accident, normal wear and tear, consumables, intentional acts of damage, fire, or other exclusions specified by HP. • Service is available for 3, 4, or 5 years on most computing products.¹
Types of service levels	<ul style="list-style-type: none"> • Next Business Day Onsite² • Pick Up and Return • Next Business Day² Hardware Support for Travelers

1. This plan works in conjunction with your standard limited HP product warranty. The duration of the Accidental Damage Protection plan is measured from the date of your hardware purchase.

2. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/apac/smbservices.

