



HP Services Promise

The HP Services Promise allows you to Receive a 100% rebate on eligible, unused personal systems hardware Support Services



HP SERVICES
PROMISE

For Eligible PC hardware
Support Services (Care Packs)
purchased: November 1, 2024 -
April 30, 2025

Resources and tools:

Website (with redemption form
and Terms & Conditions)

[www.hp.com/go/services-
promise](http://www.hp.com/go/services-promise)

Email

focus.crc@hp.com

Refer to the rebate
redemption form.

The HP Services Promise is a program that delivers on the HP strategy to "unleash the power of every employee" by:

- Keeping you productive
- Protecting your investments
- Maximizing the dollars that you spend with HP

HP is delivering on the Promise by providing TSIA recognized, industry leading services that keep your devices up and running, while keeping your employees productive. We also understand that you need assurance that you are getting the right return on your investments, so we are introducing the HP Services Promise.

Our Promise to you is if you purchase an HP Care Pack and you do not receive service on the device during the life of the purchased Care Pack, then you can claim a rebate for the full cost paid for the Care Pack.*

It's our HP Services Promise!

How it works

Purchase

Eligible PC Care Pack services during the specified promotional period from an authorized HP reseller or direct from HP.

Register

- If Care Pack was purchased through a partner, please confirm with your partner that the Care Pack has been registered*.
- If you wish to register your Care Pack, you may contact the Care Pack Service Registration Group by calling 1-800-407-6210 or send an email to SRG@hp.com or visit the [Care Pack Services Registration webpage](#).

Submit

- A completed claim form that is received within 30 days after expiration of the Care Pack service.
- A copy of each original invoice/receipt for the hardware product with the Care Pack service Certificate for the eligible Care Pack service. Please circle the purchase price of the Care Pack service. The name on the invoice must match the name on the claim form.

Receive

Please allow 6–8 weeks from the time the claim is received by HP to receive your rebate check. If terms and conditions are not met, the rebate will not be sent. HP is not responsible for any claims lost, damaged or delayed in transit. Rebate checks are void if they're not cashed within 90 days of issuance and cannot be reissued.

Eligibility

- Services Promise PC Care Packs must be sold and registered within 365 days of the original hardware purchase date.
- If the Care Pack was purchased through a partner, please confirm with your partner that the Care Pack has been registered.
- Care Pack will backdate to base warranty start date.

If the Care Pack was purchased directly from HP, please call 1-800-504-2007 or visit to register your Care Pack.

http://h71036.www7.hp.com/hho/cache/561387-0-0-225-121.html?jumpid=ex_r602_go/hpcarepack/register

- The hardware in question must not have had a service event for the life of the Care Pack. For this offer, a service event will have occurred if HP either sends parts, a replacement or a person onsite to the customer, or if the unit is transported to an HP repair depot during the life of the Care Pack service. A phone call or phone Support will not negate eligibility for the rebate.

Email to focus.crc@hp.com



The rules

- Offer not valid with other HP offers unless otherwise specified by those offers.
- Maximum of two-hundred and fifty (250) rebates per customer per six-month program time period.
- HP Resellers cannot claim this rebate on behalf of customers. The offer is applicable in the US and Canada only.

Rebate timeframe

Eligible PC Care Packs for Notebooks, desktops, and workstations, purchased between November 1, 2024 – April 30, 2025



What PC products are eligible?

NA HP Services Promise
US & CA only

Desktops 6XX, 8XX, 1XXX	U17ZGE	HP 3y Active Care NBD ONS DT HW Support
	U18H9E	HP 4y Active Care NBD ONS DT HW Support
	U18HBE	HP 5y Active Care NBD ONS DT HW Support
	U7897E	HP 4y NBD ONS DT HW Support
	U7899E	HP 5y NBD ONS DT HW Support
Z2 Workstation	U22K9E	HP 3y Active Care NBD Onsite WS HW Support
	U22KBE	HP 4y Active Care NBD Onsite WS HW Support
	U22KCE	HP 5y Active Care NBD Onsite WS HW Support
	U1G37E	HP 4y NBD Onsite WS HW Support
	U1G39E	HP 5y NBD Onsite WS HW Support
Z4 Workstation	U22K3E	HP 3y Active Care NBD Onsite WS HW Support
	U22K4E	HP 4y Active Care NBD Onsite WS HW Support
	U22K5E	HP 5y Active Care NBD Onsite WS HW Support
	U61DTE	HP 4y Onsite Care WS Hardware Support
	U61E2E	HP 5y Onsite Care WS Hardware Support
HP Chromebook 1 yr. Warranty	U9DQ4E	HP 4y Pickup and Return NB HW Support
	U9DQ5E	HP 4y Pickup and Return ADP NB HW Support
	UQ990E	HP 3y Pickup and Return NB HW Support
	UQ992E	HP 3y NBD Onsite NB HW Support
	UQ996E	HP 3y Pickup and Return ADP NB HW Support
HP EliteBook 6xx G11+ 1 year warranty	U85GBE	HP 3y OFFSITE NB
	U85GFE	HP 3y OFFSITE ADP NB
	U85GJE	HP 3y ONS OPT DHI NB
	U85GME	HP 3y ONS OPT DHI ADP NB
	U85Y1E	HP 3y ONS PDA NB
HP EliteBook 6xx G11+ 3 year warranty	U85JHE	HP 3y OFFSITE ADP NB
	U85JLE	HP 3y ONS OPT DHI NB
	U85JQE	HP 3y ONS OPT DHI ADP NB
	U85YRE	HP 3y ONS PDA NB
HP EliteBook 8xx G11+ 1 year warranty	U85BHE	HP 3y OFFSITE NB
	U85BLE	HP 3y OFFSITE ADP NB
	U85BQE	HP 3y ONS OPT DHI NB
	U85BTE	HP 3y ONS OPT DHI ADP NB
	U85WME	HP 3y ONS PDA NB
HP EliteBook 8xx G11+ 3 year warranty	U85DNE	HP 3y OFFSITE ADP NB
	U85DSE	HP 3y ONS OPT DHI NB
	U85DWE	HP 3y ONS OPT DHI ADP NB
	U85XBE	HP 3y ONS PDA NB

Continued on next page



What PC products are eligible?

NA HP Services Promise
US & CA only

HP ProBook 4xx G11+ 1 year Warranty	U86DME	HP 3y OFFSITE NB
	U86DRE	HP 3y OFFSITE ADP NB
	U86DVE	HP 3y ONS OPT DHI NB
	U86DYE	HP 3y ONS OPT DHI ADP NB
	U85ZFE	HP 3y ONS PDA NB
HP ProBook 4xx G11+ 3 year Warranty	U85MWE	HP 3y OFFSITE ADP NB
	U85MZE	HP 3y ONS OPT DHI NB
	U85N2E	HP 3y ONS OPT DHI ADP NB
	U86A4E	HP 3y ONS PDA NB
HP EliteBook 1xxx G11+ 1 year Warranty	U80MME	HP 3y ONS OPT DHI NB
	U80MRE	HP 3y ONS OPT DHI ADP NB
	U85V7E	HP 3y ONS PDA NB
HP EliteBook 1xxx G11+ 3 year Warranty	U76MBE	HP 3y ONS OPT DHI NB
	U84Z1E	HP 3y ONS OPT DHI ADP NB
	U85VYE	HP 3y ONS PDA NB
HP ZBook MWS G11 1 year Warranty	U85QTE	HP 3y ONS OPT DHI MWS
	U85QVE	HP 3y ONS OPT DHI ADP MWS
	U86BME	HP 3y ONS PDA MWS
HP ZBook MWS G11 3 year Warranty	U85RZE	HP 3y ONS OPT DHI MWS
	U85S0E	HP 3y ONS OPT DHI ADP MWS
	U86CME	HP 3y ONS PDA MWS
HP Fortis Chromebook x360 G5+/11in G10+/14in G11+ 1 year Warranty	U67XQE	HP 3y OFFSITE NB
	U67XTE	HP 3y OFFSITE ADP NB
HP ProBook Fortis 1 yr. Warranty	U23JZE	HP 3y Pickup and Return NB HW Support
	U23HWE	HP 3y Pickup and Return ADP NB HW Support



Service levels and response times for CarePacks may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service, or the HP Limited Warranty provided with your HP Product.

To learn more about HP's privacy practices, please visit www.hp.com/privacy

General Terms and Conditions: Offer good on purchases made between November 1, 2024 - April 30, 2025. Product(s) purchased before or after these dates are not eligible for this offer. Both the Care Pack and the hardware/product must be purchased within the promotional period. Purchase date is determined by invoice or receipt date. Offer not valid with other HP offers unless otherwise specified by those offers. Offer not valid on refurbished HP products. Offer is limited to product on hand and NO substitutions with other products are eligible. Keep copies of materials submitted: originals become HP property and will not be returned. Please allow 6 to 8 weeks for receipt of check. HP reserves the right to request additional information regarding this claim. False information disqualifies this claim, making it subject to review under U.S. Postal Regulations or Canadian Law. Violators may be prosecuted. Only purchases made by an end-user customer or a commercial business from an authorized HP reseller or HP in the United States, Canada and their territories are valid. Purchases by HP resellers and internal HP orders are ineligible. Offer void where prohibited, taxed or restricted by law. HP reserves the right to change, modify or cancel the offer without notice.

If you have any questions regarding this offer, please call 1-800-504-2007 Monday through Friday between 9 am to 4 pm MST. Limit 250 PC CarePack rebates per customer, per time period.

© Copyright 2024 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.





HP Services Promise Redemption

Offer valid on purchases made between November 1, 2024 – April 30, 2025, of eligible hardware Support Services (Care Pack services) purchased with HP products.



HP SERVICES
PROMISE

Rebate tips

- Please include rebate offer #C007 in all correspondence.
- Claim documents must be received within 30 days after the expiration of the Care Pack.

Website (with redemption form
and Terms & Conditions)

[www.hp.com/go/services-
promise](http://www.hp.com/go/services-promise)



*Maximum of two-hundred and fifty (250) rebates per customer per six-month program time period.



HP Services Promise Redemption Form

Offer valid on purchases made between November 1, 2024 - April 30, 2025 of eligible hardware Support (Care Pack) Services purchased with HP products.



Rebate tips

- Please include rebate offer #C007 in all correspondence.
- Claim documents must be received within 30 days after the expiration of the Care Pack.

*Authorized HP partners and resellers are not required to register Care Packs for customers.

Receive a rebate for the lesser of the list price at the time of purchase of the Care Pack or the invoiced price of your eligible Care Pack, for purchases from November 1, 2024 - April 30 2025, when you have not received service on your product throughout the service coverage period. Eligible Care Pack SKUs are listed on the last page of this document.

- Eligibility for this offer is not limited by redemption of rebates from previous "Risk-Free" Rebate offers.
- Please include rebate offer #C007 in all correspondence. Claim documents must be received within 30 days after the expiration of the Care Pack.

How it works

1. Purchase

- Eligible Care Pack services during the specified promotional period from an authorized HP reseller or direct from HP.

2. Register

- If Care Pack was purchased through a partner, please confirm with your partner that the Care Pack has been registered.
- If you wish to register your Care Pack, you may contact the Care Pack Service Registration Group by calling 1-800-407-6210 or send an email to SRG@hp.com or visit the [Care Pack Services Registration webpage](#).

3. Submit

- If your Care Pack was not used during the coverage period, the completed claim form and HP product invoice with the Care Pack invoice must be sent within 30 days from the Care Pack expiration date to focus.crc@hp.com.
- Please circle the purchase price of the Care Pack service. The name on the invoice must match the name on the claim form.

4. Receive rebate

- Please allow 6-8 weeks from the time the claim is received by HP to receive your rebate check in the mail.
- HP is not responsible for any checks lost, damaged, or delayed in transit.
- Rebate checks are void if not cashed within 90 days of issuance and cannot be reissued.
- For any questions on your rebate claim, contact the FOCUS Solutions team by calling 1-800-504-2007 or sending an email to focus.crc@hp.com.

5. Eligibility

- Care Pack must have been sold and registered within 365 days of the original HW purchase date.
 - The hardware in question must not have had a service event for the life of the Care Pack. For this offer, a service event will have occurred if HP either sends parts, a replacement, or a person onsite to the customer, or if the unit is transported to an HP repair depot during the life of the Care Pack service.
- A phone call or phone support will not negate eligibility for the rebate.

The rules

- Offer not valid with other HP offers unless otherwise specified by those offers.
- Limit 250 PC Care Pack rebates per customer, per time-period.
- Resellers cannot claim this rebate on behalf of customers. The offer is applicable in the US and Canada only.

Rebate timeframe

For notebooks, desktops, and workstations purchased from November 1, 2024 - April 30, 2025

Additional information

Information about the HP Services Promise Rebate and its terms and conditions:
www.hp.com/go/services-promise

Please fill in the following

Limit 250 PC Care Pack rebates per customer, business address, location, and/or household. A street address is required to receive your rebate and no refunds will be made to a PO Box. This mail-in rebate is only valid for end customers (no resellers). Allow 6 to 8 weeks from the time that the claim is received by HP to receive your rebate check.

For promotional questions and complete terms and conditions, call toll-free [1-800-504-2007](tel:1-800-504-2007) or email focus.crc@hp.com.

I have read, understand, and agree to the terms and conditions for the Care Pack rebate offer #C007.

Customer signature

Date

First name

Last name

Company name

Title

Street address (No PO boxes)

City

State

ZIP

Phone

Fax

Email address

Serial number(s) of hardware the Care Pack services were registered to and the SKU number of the Care Pack services purchased.

Serial Number	Care Pack SKU
1	<input type="text"/>
3	<input type="text"/>
5	<input type="text"/>
7	<input type="text"/>
9	<input type="text"/>
11	<input type="text"/>
13	<input type="text"/>
15	<input type="text"/>
17	<input type="text"/>
19	<input type="text"/>
21	<input type="text"/>
23	<input type="text"/>
25	<input type="text"/>
27	<input type="text"/>
29	<input type="text"/>
31	<input type="text"/>
33	<input type="text"/>
35	<input type="text"/>
37	<input type="text"/>
39	<input type="text"/>

Serial Number	Care Pack SKU
2	<input type="text"/>
4	<input type="text"/>
6	<input type="text"/>
8	<input type="text"/>
10	<input type="text"/>
12	<input type="text"/>
14	<input type="text"/>
16	<input type="text"/>
18	<input type="text"/>
20	<input type="text"/>
22	<input type="text"/>
24	<input type="text"/>
26	<input type="text"/>
28	<input type="text"/>
30	<input type="text"/>
32	<input type="text"/>
34	<input type="text"/>
36	<input type="text"/>
38	<input type="text"/>
40	<input type="text"/>

Serial Numbers	Care Pack SKU
41	
43	
45	
47	
49	
51	
53	
55	
57	
59	
61	
63	
65	
67	
69	
71	
73	
75	
77	
79	
81	
83	
85	
87	
89	
91	
93	
95	
97	
99	
101	
103	
105	
107	
109	
111	
113	
115	
117	
119	
121	
123	
125	
127	
129	
131	
133	
135	
137	
139	
141	

Serial Numbers	Care Pack SKU
42	
44	
46	
48	
50	
52	
54	
56	
58	
60	
62	
64	
66	
68	
70	
72	
74	
76	
78	
80	
82	
84	
86	
88	
90	
92	
94	
96	
98	
100	
102	
104	
106	
108	
110	
112	
114	
116	
118	
120	
122	
124	
126	
128	
130	
132	
134	
136	
138	
140	
142	

Form | HP Services Promise Redemption form

Serial Numbers	Care Pack SKU
143	
145	
147	
149	
151	
153	
155	
157	
159	
161	
163	
165	
167	
169	
171	
173	
175	
177	
179	
181	
183	
185	
187	
189	
191	
193	
195	
197	
199	
201	
203	
205	
207	
209	
211	
213	
215	
217	
219	
221	
223	
225	
227	
229	
231	
233	
235	
237	
239	

Serial Numbers	Care Pack SKU
144	
146	
148	
150	
152	
154	
156	
158	
160	
162	
164	
166	
168	
170	
172	
174	
176	
178	
180	
182	
184	
186	
188	
190	
192	
194	
196	
198	
200	
202	
204	
206	
208	
210	
212	
214	
216	
218	
220	
222	
224	
226	
228	
230	
232	
234	
236	
238	
240	

Serial Numbers	Care Pack SKU	Serial Numbers	Care Pack SKU
241		242	
243		244	
245		246	
247		248	
249		250	

Serial Number: The product serial number can be found on the back or bottom of your HP product.

Rebate tips

- Please include rebate offer #C007 in all correspondence.
- Claim documents must be received within 30 days after the expiration of the Care Pack.

*Authorized HP partners and resellers are required to register Care Packs for customers.

Eligible Care Pack Services

Desktops & Workstations

U17ZGE	U22K3E
U18H9E	U22K4E
U18HBE	U22K5E
U7897E	U61DTE
U7899E	U61E2E
U22K9E	
U22KBE	
U22KCE	
U1G37E	
U1G39E	

Notebooks

U9DQ4E	U85GBE	U85MWE	U85RZE
U9DQ5E	U85GFE	U85MZE	U85S0E
UQ990E	U85GJE	U85N2E	U86CME
UQ992E	U85GME	U86A4E	U67XQE
UQ996E	U85Y1E	U80MME	U67XTE
U85JHE	U85DNE	U80MRE	U23JZE
U85JLE	U85DSE	U85V7E	U23HWE
U85JQE	U85DWE	U76MBE	
U85YRE	U85XBE	U84Z1E	
U85BHE	U86DME	U85VYE	
U85BLE	U86DRE	U85QTE	
U85BQE	U86DVE	U85QVE	
U85BTE	U86DYE	U86BME	
U85WME	U85ZFE		



**HP SERVICES
PROMISE**

Rebate offer #C007

General Terms and Conditions:

Offer good on purchases made between November 1, 2024 - April 30, 2025. Product(s) purchased before or after these dates are not eligible for this offer. Both the Care Pack and the hardware/product must be purchased within the promotional period. Purchase date is determined by invoice or receipt date. Offer not valid with other HP offers unless otherwise specified by those offers. Offer not valid on refurbished HP products. Offer is limited to product on hand and NO substitutions with other products are eligible. Keep copies of materials submitted: originals become HP property and will not be returned. Please allow 6 to 8 weeks for receipt of check. HP reserves the right to request additional information regarding this claim. False information disqualifies this claim, making it subject to review under U.S. Postal Regulations or Canadian Law. Violators may be prosecuted. Only purchases made by an end-user customer or a commercial business from an authorized HP reseller or HP in the United States, Canada and their territories are valid. Purchases by HP resellers and internal HP orders are ineligible. Offer void where prohibited, taxed or restricted by law. HP reserves the right to change, modify or cancel the offer without notice.

If you have any questions regarding this offer, please call 1-800-504-2007 Monday through Friday between 9 am and 4 pm MST. Limit 250 PC Care Pack rebates per customer, per time period.

To learn more about HP's privacy practices, please visit www.hp.com/privacy.

Email rebate to: focus.crc@hp.com

