

Accidental Damage Protection

HP Care Pack



Service overview

Accidental Damage Protection^{1,2} provides protection against accidental physical breakage or failure of your covered equipment due to unforeseen and unintentional events that cause physical damage to the covered device, which affects its functionality. This includes accidental drops, spills, or electrical surges. Accidental Damage Protection can help you avoid out-of-pocket repair or replacement costs caused by these unexpected events.

Should your HP product be subject to an event that is covered under Accidental Damage Protection, your covered device will either be repaired or replaced with an HP product of at least equivalent functionality at no extra charge, subject to the terms, conditions, and exclusions described in full in the Accidental Damage Protection policy document. Please contact your local sales representative for the specific region's policy document details and requirements.

Service benefits

- Flexible and free-of-charge shipment options at or from your location
- Repair handled at and by approved HP repair centers and agents, with remote service provided by approved HP technicians whenever possible

Service highlights

- Repair or replace your PC when accidental drops, spills, or electrical surges harm your device
- Remote problem diagnosis and support
- Offsite or onsite support and materials
- Offsite repairs with device delivery by the customer or pickup and return by HP¹

Service features and delivery specifications

Accidental Damage Protection provides protection (i.e., repair or replacement) against accidental damage to the customer's covered HP product that occurs during the covered period.

Accidental damage refers to the accidental physical breakage or failure of your HP covered equipment due to an unforeseen and unintentional event that causes physical damage to the HP covered equipment and which affects its functionality. Accidental Damage Protection typically limits the number of claims to a maximum of one claim per 12-month period after the service purchase date. However, Accidental Damage Protection claim coverage varies by geography location.³

REMOTE PROBLEM DIAGNOSIS AND SUPPORT

When making an accidental damage claim, the customer must first report the claim as soon as possible by either contacting a local representative for support options or by using the HP Web portal (hp.com/go/hpsc). Provided that the damage was caused by accident, HP will provide the customer with basic technical assistance. The customer may be asked to provide necessary information and to cooperate by resolving problems remotely, executing self-tests or diagnostic programs, and performing basic remedial activities.

OFFSITE AND ONSITE SUPPORT AND MATERIALS

If HP determines that the problem cannot be resolved remotely, HP will direct the customer to return the defective covered equipment to an HP authorized repair center and will provide technical repair support offsite or an HP expert may be dispatched to the customer location to repair the covered device.

The customer's covered equipment will either be repaired using parts that are new or functionally equivalent to new in performance; replaced with an HP product that is new or functionally equivalent to new in performance; or, in the case where there is not an HP product that matches the covered equipment, HP will provide the customer with an HP product that is at least functionally equivalent to the original covered equipment not exceeding the product value of the original item, as indicated by the customer's proof of purchase.

SHIPMENT TO THE HP AUTHORIZED REPAIR CENTER

Should the HP covered equipment require repair at an HP authorized repair center, one of the following options will be proposed to the customer based on the repair capabilities available at the customer's location. The option proposed can also depend on the existing warranty level included with the customer's covered equipment or the support package purchased for the product:

- **Delivery by the customer:** With this option, the customer is responsible for delivering the covered equipment to the HP designated repair center. The customer must ensure that the product is appropriately packaged for the chosen method of delivery. Delivery can be made in person or by a locally available commercial delivery service. HP will pay the cost of delivery.
- **Pickup by HP:** An HP authorized courier will pick up the defective product at the customer's location and deliver it to the HP designated repair center. It is the customer's responsibility to package and prepare the product appropriately for courier pickup. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other service requests will be scheduled for next-business-day pickup.

REPLACEMENT SERVICE

In the event that the customer's covered equipment cannot be repaired or the cost of the repair exceeds the value of the product, HP may decide to replace it. Replaced products become the property of HP.

RETURN SHIPMENT

An HP authorized courier will return the repaired or replaced product to the customer's designated location. Return shipment will be by ground transportation and usually take between 3 and 7 business days.¹

Customer responsibilities

In order to receive full protection under the Accidental Damage Protection policy, the customer shall take all reasonable precautions to protect the covered equipment against an insured event and shall use and maintain the covered equipment in accordance with HP's instructions.

In addition, when making a claim under the Accidental Damage Protection policy, the customer must comply with all the requirements set out in the Accidental Damage policy, which the customer is advised to read carefully (please see the document footnote for more details).

Prerequisites

The covered equipment must be either covered by the HP Limited Warranty provided with your HP product or a warranty extension service with a coverage duration equal to or longer than the Accidental Damage Protection policy.

Accidental Damage Protection must be purchased within 30 days of the purchase of the HP product. The customer may be required to provide proof of purchase before any services are provided for the equipment covered under the Accidental Damage Protection policy.

Exclusions

Accidental Damage Protection does not cover events including, but not limited to, theft, loss, damage caused by fire, a vehicle accident or act of nature, normal wear, consumables, or abuse and misuse. Please contact your local sales representative for the specific region's Accidental Damage Protection policy for full details of exclusions to the policy coverage.

Not covered under this service are items such as, but not limited to:

- External accessories not provided with the main HP product under the applicable serial number such as mouse, keyboard, and AC power cable.
- Consumable items including, but not limited to removable media, customer-replaceable batteries and tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices. HP notebook and tablet long-life batteries are covered for up to 3 years by HP under the manufacturer's guarantee.
- Non-HP products.
- Accessories purchased in addition to the base unit, such as jackets, cradles, docking stations, port replicators, maintenance kits, carrying cases, and other supplies.

- Any product previously serviced or repaired by anyone who is not duly authorized.
- Pre-existing damage to the HP hardware.
- Any loss or damage to computer system or electronic data of the HP Hardware as a result for example of an unauthorized access or use of such system or data.
- Normal wear and tear, and cosmetic damage which does not affect the functionality of the HP hardware.
- Service or repair performed by anyone who is not a representative of HP.
- Failure to follow instructions provided with or the incorrect use of the HP hardware.
- Assistance related to applications, isolation of coding error or data recovery.

Reporting a claim

Customer must report a claim as soon as possible, and within 30 days of incident, using one of the following methods:

- Contact an HP technical support agent by phone or
- Online: using the HP Web portal (hp.com/go/hpsc)

Territorial limits

Accidental Damage Protection covers insured events occurring anywhere in the world. However, an HP product can only be repaired, picked up, and delivered back to you in the country in which it was sold, and an HP product that has been repaired or replaced can only be delivered to a customer in the country it was sold.

Terms and conditions apply

See complete [Care Pack terms & conditions](#).

For more information

Contact any of our worldwide sales offices or visit:
hp.com/go/pcandprintservices or hp.com/support-services



1. 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 hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the Customer at the time of purchase. The 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.

2. Sold separately or as an additional option.

3. See local datasheet for region-specific coverage details.

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