



ACCIDENTAL DAMAGE PROTECTION - HP CARE PACK SERVICE

Enjoy total peace of mind in case the unexpected happens

Overview

HP Accidental Damage Protection (ADP) gives you total peace of mind if you encounter an accident during normal operation of your computing product.

Features

The following hardware support service levels may be offered with Accidental Damage Protection in some countries:

- Next Business Day Onsite*
- Pickup and Return*
- Next Business Day Exchange*

Accidental Damage Protection is defined as physical damage to a product caused by or resulting from an unexpected incident.

Coverage applies to unintentional liquid spills in or on the unit, drops, falls, and electrical surge. This includes damaged or broken liquid crystal displays (LCDs), or broken parts. Limitations apply to major parts replacement.

This service does not cover theft, loss, damages caused by a vehicle accident, normal wear, consumables, intentional acts of damage, or other exclusions specified by HP.

Customer benefits

This easy to use HP Care Pack service offers many benefits to customers, including the following:

- Enhanced protection for your hardware product.
- Minimized unplanned out of pocket repair costs.

Highlights

- Purchasing – You can purchase your ADP service plan anytime during your standard HP product warranty, however service starts on date of hardware purchase. To get the most coverage value, purchase at the same time you buy your HP product.
- Remote diagnosis and support — Local phone and online support using HP remote tools help isolate your problem and streamline resolution.
- Parts and materials — Includes all labor and HP-supported parts required to return your covered hardware in operating condition, or replacement of the device if it cannot be repaired.
- Coverage window — Service is available during standard business days and hours in the country service is requested. Service features and availability vary by region.

For More Information

For more information on the ADP service, please contact your HP representative or authorized HP reseller. You can find more information on all HP support services at www.hp.com/hps/carepack.

*Service levels and response times for HP Care Pack Services may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/hps/carepack.

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