



HP Accidental Damage Protection Service

Value Proposition

HP Accidental Damage Protection protects your customers from accidents not covered by standard warranty. Get them back up and running without incurring hefty repair or replacement costs resulting from drops, spills, power surges and even damage to the LCD screen.



Who to sell to

- Users of HP computing devices, notebooks or desktop PCs who need to get back to business fast in the event of accidents.
- For example, users who travel overseas frequently or work on the go.

Customer benefits



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



Receive accidental damage cover for computing 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.

At a glance

Definition of accidental damage

- Physical damage to a product resulting from an unexpected accident that renders the unit inoperable.

Coverage

- Coverage applies to unintentional spills on the unit, drops, falls and electrical surges. This 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 products¹.

Service levels

- 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.