

# HP Care

## HP Personal System Care Pack Services



### Service benefits

- Quality break-fix support

### Service highlights

- Remote problem diagnosis and support
- Repair at HP-designated repair centers (replacement parts and labor included)
- Return shipment of functional unit back to your location
- Firmware updates for select products

### Service overview

HP Care provides high-quality return-to-HP service levels with remote telephone support and offsite repair for Covered Product at an HP designated repair center. The "Covered Product" is your notebook, tablet computer, Printer, or MFP identified on your invoice or order confirmation that is the subject of this Care Pack. The service includes offsite repair or replacement, materials and parts, labor, and the cost of the return shipment.

HP offers multiple service levels with different shipment options to the HP designated repair center, as detailed below.

Service-level options can include Solution Coverage which includes the basic PC and up to six additional peripherals. This includes coverage of Monitors (up to two), docking stations, keyboards, headsets, and mice. Some service levels are also available with optional service features, such as accidental damage protection or defective media retention.



## Features and Specifications

Features	Delivery specifications
Remote problem diagnosis and support	<p>Once the Customer has placed and HP has acknowledged the receipt of a call as described in the "General provisions/Other exclusions" section, HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any remote assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution.</p> <p>HP will provide telephone assistance for the installation of customer- installable firmware and Customer Self Repair parts during the service coverage window.</p> <p>Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HP via phone or Web portal, as locally available, or as an automated equipment reporting event via the HP electronic remote support solutions 24 hours a day, 7 days a week. HP will acknowledge the receipt by logging the call, assigning a case ID, and communicating that case ID to the Customer. HP retains the right to determine the final resolution of all reported incidents.</p> <p>You may reach us directly at 1 (844) 732-9070.</p>
Offsite support and materials	<p>If HP determines that the problem cannot be resolved remotely, HP will direct the Customer to return the defective hardware product to an HP designated repair center, where HP will provide technical support. HP will provide HP-supported parts and materials necessary to return the hardware product to operating condition. HP may, at its sole discretion, elect to replace such hardware products including peripherals such as docking stations, monitors, keyboards, headsets, and mice remotely in addition to offsite support for main device coverage. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.</p> <p>In addition, HP may install commercially available engineering improvements on the covered hardware product to enable proper operation of the hardware product and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the Covered Product to operating condition or to maintain supportability by HP.</p>
Return shipment	<p>An HP authorized courier will return the repaired or replaced product to the Customer's location, if it is within the geographic location where the service was provided. Return shipment will be by ground transportation and usually takes between 3 and 7 business days after the defective product is received by HP. The Customer may request accelerated delivery at an additional charge.</p>
Shipment to the HP designated repair center	<p>Depending on the purchased service level, HP offers different shipment options for delivering the defective product to the HP designated repair center:</p> <ul style="list-style-type: none"> <li>• Delivery by the Customer: With this option, the Customer is responsible for delivering the defective product 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.</li> <li>• Pickup by HP: An HP authorized courier will pick up the defective product at the Customer's location, if the pickup location is within the geographic location where the service will be provided, and deliver it to the HP designated repair center. It is the Customer's responsibility to appropriately package and prepare the product for courier pickup. Service requests must be received before 12:00 pm local time to activate same-day pickup. All other service requests will be scheduled for next-business-day pickup.</li> </ul>



Features	Delivery specifications
Turnaround time	<p>Turnaround time for this service will be three (3) HP business days for eligible locations, except in cases of intermittent failures and non-availability of parts, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the defective product is received by HP until the time the repaired or replaced product is ready to be returned to the Customer's site. Received by HP means (depending on the shipment option used) either: (1) picked up at the Customer's site by an HP authorized courier, or (2) received during HP business hours at the HP designated repair center, if delivered or shipped by the Customer. Turnaround time does not include the time the repaired or replaced product is in transit back to the Customer. If the defective product is reviewed at the HP designated repair center after 5:00 pm local time, the three-business-day turnaround time starts with the next business day. For solution care pack services, any peripherals (such as monitors, keyboards, mice, docking stations, headsets, etc.) will be either <b>replaced or repaired</b> remotely depending on the circumstance.</p> <p>The three-business-day turnaround time is not available for all geographic locations and may be longer outside metropolitan areas.</p>
Coverage window	<p>The coverage window specifies the time during which the described services are delivered offsite or remotely. Service is available between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays (coverage may vary by geographic location).</p>
Firmware updates for selected product	<p>As HP releases entitled firmware updates to HP hardware products, these updates are only made available to Customers with an active agreement that entitles them to access these updates.</p> <p>As part of this service, Customers will have the right to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HP's current standard sales terms.</p> <p>HP will verify entitlement to updates by reasonable means (such as an access code or other identifier), and the Customer is responsible for using any such access tools in accordance with the terms of this data sheet and other applicable agreements with HP.</p> <p>HP may take additional reasonable steps, including audits, to verify the Customer's adherence to the terms of their agreements with HP, including this data sheet.</p> <p>For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), the Customer must also have, if available, an active HP Software Support agreement to receive, download, install, and use related firmware updates. HP will provide, install, or assist the Customer with installation of firmware updates as previously described in this document only if the Customer has the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HP or original manufacturer software license terms.</p>



Features	Delivery specifications
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"><li>• Certain capabilities that are made available to registered users, such as downloading selected HP firmware or patches which may require additional entitlement through HP Software support agreements, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users.</li><li>• Expanded Web-based searches of entitled technical support documents to facilitate faster problem-solving.</li><li>• Certain HP proprietary service diagnostic tools with password access.</li><li>• A Web-based tool for submitting questions directly to HP. The tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.</li><li>• Search of HP and third-party hosted knowledge databases for certain third party products in order to retrieve product information, get answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions.</li></ul>
HP electronic remote support solution	<p>For eligible products, the HP electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HP support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.</p>



## Features and Specifications (optional)

Feature	Delivery specifications
Accidental Damage Protection	<p>For eligible Covered Products, specific service levels may be offered with protection against accidental damage from handling. If Accidental Damage Protection was purchased, the Customer receives protection against accidental damage from handling for the Covered Product as part of this service.</p> <p>Accidental damage is defined as operational or mechanical failure caused by an accident from handling which occurs in the course of the normal intended use of the Covered Product. Coverage for accidental damage from handling includes non-intentional liquid spills in or on the unit, accidental drops or falls during the handling of the unit from not more than fifteen feet or five meters, and electrical surge that damages the Covered Product's circuitry.</p> <p>For the Solution Care Pack, ADP Coverage will extend only to the base unit of the configuration or solution and will not extend to the peripherals.</p> <p>There are multiple available ADP coverage options. Please see section titled "Limitations to the Accidental Damage Protection service feature option" on page 9 for full descriptions of both ADP options.</p> <p>Additional details and exclusions pertaining to the Accidental Damage Protection service feature are detailed in the "Service limitations" section.</p>
Defective Media Retention	<p>For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash Drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk or SSD/Flash Drive") covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the Defective Media Retention service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement, and the Customer remains fully responsible for the protection and privacy of the data residing on the defective Disk or SSD/Flash Drive.</p>
Solution Coverage	<p>Solution Coverage includes the base PC and up to six additional peripherals, including coverage of Monitors (up to two), docking stations, keyboards, headsets, and mice. Some service levels are also available with optional service features, such as accidental damage protection or defective media retention. To be covered by the Solution Care Pack, the peripherals must be purchased at the same time as the base PC.</p>
SmartFriend Pro	<p>For eligible products, HP SmartFriend Service helps you solve a wide range of technical issues that may arise with your PCs. HP SmartFriend connects you with certified agents who can remove viruses, improve PC performance, solve software errors, and connect your devices to a wireless network.</p> <p>Learn how to connect to the Internet wirelessly, install software, or get help troubleshooting your PC with friendly, accessible SmartFriend technology experts. Any time you need help or have a "how-to" question, HP agents are waiting to answer your call. They can even teach you new ways to use your PC. With protected remote access, you can sit back and relax while a certified expert from HP guides you through a solution—right before your eyes on your PC screen.</p> <p>You may reach us directly at 1(866) 666-6528.</p>



Option	Delivery specifications
Return Service	<p data-bbox="816 226 1515 321">HP provides a return service that includes repair or replacement and return of the defective product, including all parts, labor, and freight. By selecting the Return Service option, the Customer assumes responsibility for packaging and shipping or delivering the defective product to an HP designated repair center.</p> <p data-bbox="816 352 1515 594">HP will return the repaired or replaced product to the Customer's site, if it is within the geographic location where the service is provided. Turnaround time for this service will be three (3) HP business days for eligible locations, except in cases of intermittent failure, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the product is received at an HP designated repair center until the time the repaired or replaced product is ready to be returned to the Customer. Turnaround time does not include the time required to return ship the repaired or replaced product. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer.</p> <p data-bbox="816 625 1515 720">The Customer may call the HP Customer Support Center between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays. Extended telephone support may be available for selected products (times may vary by geographic location).</p>
Pickup and Return Service	<p data-bbox="816 745 1515 840">HP provides a door-to-door service that includes pickup, repair, or replacement of the defective product, and return of the operational product. Turnaround time for this service will be three (3) HP business days for eligible locations, except in cases of intermittent failures, which may require additional repair time.</p> <p data-bbox="816 871 1515 1018">Turnaround time is measured in elapsed business days from when the defective product is received, if it is within the geographic location where the service is provided, until the time the repaired product is ready to be returned to the Customer. Turnaround time does not include the time required to return ship the repaired or replaced product. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer.</p> <p data-bbox="816 1050 1515 1184">The Customer may call the HP Customer Support Center between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays. Service requests must be received before 12:00 pm local time to activate same-day pickup. All other calls will be scheduled for next-business-day pickup. Extended telephone support may be available for selected products (support times may vary by geographic location).</p>



## Coverage

This service provides coverage for eligible HP PC's including HP-supported and -supplied internal components such as memory and optical drives. This includes coverage for attached HP-branded accessories included in the original packaging of the PC, such as a wired mouse, wired keyboard, or AC power adapter.

If you have purchased the HP Solution Care Pack, the Solution Services cover the base unit for this service as well as 6 HP-supported peripherals attached to the base unit, including external monitors (up to two), docking stations, wireless mouse, wireless keyboard, and HP headsets as an example. To be covered by the Solution Care Pack, the peripherals must be purchased at the same time as the base unit.

HP docking stations or port replicators are covered within the country where the HP Care Pack was purchased, but not outside the country of purchase.

Consumable items including but not limited to removable media, customer-replaceable batteries, tablet PC pens, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. Batteries for mobile HP commercial PCs are covered for up to three years. Search for "understanding battery warranties for business notebooks" on [hp.com](http://hp.com) for more details.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges. HP will work with you to recommend replacements. Not all components will have available replacements in all countries due to local support capabilities.

## Customer responsibilities

In cases where the Customer does not act upon the specified Customer responsibilities as stated below, HP or an HP authorized service provider will not be obligated to deliver the services as described.

If required by HP, the Customer or HP authorized representative must register the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

Upon request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility.
- Start self-tests and install and run other diagnostic tools and programs.
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.

The Customer must ensure that the product is appropriately packaged and prepared for pickup or the chosen method of delivery or shipment to the HP designated repair center. HP may require the Customer to include a printout of any previously conducted self-test results together with the defective product.

It is the Customer's responsibility to remove all personal and/or confidential data from the defective product before it is returned to an HP designated location for repair or replacement; HP is not responsible for data stored on the returned product.

### **For Care Packs that include the Accidental Damage Protection service feature:**

- It is the Customer's responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair. HP reserves the right to deny repair under this coverage program for damages to systems on which the incident has been reported more than 30 days after the incident date.



- The use of this coverage requires an explanation of where and when the accident occurred, as well as a detailed description of the actual event and description of damage to the unit. Failure to provide this information will result in claim denial.
- If protective items such as covers, carrying cases, pouches, etc. were provided or made available for use with the Covered Product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service.

#### **For Care Packs that include the Defective Media Retention service feature:**

It is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives.
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drives is destroyed or remains secure.
- Have an authorized representative present to retain defective Disk or SSD/Flash Drives, accept replacement Disk or SSD/Flash Drives, provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk or SSD/Flash Drives.
- Destroy the retained Disk or SSD/Flash Drives and/or ensure that the Disk or SSD/Flash Drives are not put into use again.
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations.

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk or SSD/Flash Drives to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such Disk or SSD/Flash Drives.

## **Registration**

End-user customer or HP authorized partner is responsible for registering the product to be supported within ten (10) days of purchase of the support service, using the registration instructions within each package, email, or as otherwise directed by HP. In the event a covered product changes location or the support service is transferred with the sale of a used product, registration (or a proper adjustment to existing HP registration) is to occur within ten days of purchase from previous owner, you may do this by sending an email to HP at [SRG@HP.COM](mailto:SRG@HP.COM).

HP IS NOT OBLIGATED TO PROVIDE SUPPORT SERVICES IF CUSTOMER DOES NOT REGISTER PRODUCT AS STATED HEREIN.

## **Service limitations**

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or, if agreed by the Customer, other parts classified by HP as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.





HP has invested significantly in engineering products so they can be customer repairable. Customer Self Repair (CSR) is a key component of HP's warranty terms. It allows HP to ship replacement parts, such as a keyboard, a mouse, or other parts classified as CSR parts, directly to the Customer once a failure has been confirmed. Parts are generally shipped overnight so they can be received as quickly as possible. The Customer can then replace the parts at their convenience.

"Mandatory" CSR is part of the standard warranty associated with some products. CSR is optional on internal CSR parts for customers with an HP Care Pack or a contractual support agreement. "Optional" allows the Customer to perform CSR or choose to have HP service personnel perform the replacement at no additional charge during the product service coverage period. External accessories and/or peripherals are not eligible for "optional" CSR.

Care Pack and contractual support agreements that include "onsite" terms would result in CSR parts being shipped directly to the Customer if they choose CSR. Conversely, an HP support representative would arrive onsite to perform the repair if the Customer decides they do not want to utilize CSR.

Care Pack and contractual support agreements that include "offsite" terms such as Pick Up and Return or Return to HP would require the Customer to deliver the product to an authorized HP repair location or ship the product to HP, at HP's discretion, if the Customer decides they do not want to utilize CSR.

The following activities are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data.
- Troubleshooting for interconnectivity or compatibility problems.
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP.
- Services required due to failure of the Customer to take avoidance action previously advised by HP.
- Services that, in the opinion of HP, are required due to improper treatment or use of the product.
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software.
- User preventive maintenance.

## Limitations to the Defective Media Retention service feature option

The Defective Media Retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by HP due to malfunction. It does not apply to any exchange of Disk or SSD/Flash Drives that have not failed.

Data retentive components that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not eligible for the Defective Media Retention service feature option.

Defective Media Retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HP reserves the right to cancel this service with 30 days notice if HP reasonably believes that the Customer is overusing the Defective Media Retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).



## Limitations to the Accidental Damage Protection service feature option

### For ADP Care Packs that include Gen2 in the description

For Gen 2 ADP Care Packs, the total amount that HP will pay for repairs or replacement made in connection with all claims for accidental damage from handling on any Covered Product shall not exceed the purchase price of that Covered Product, excluding tax and shipping. In the event that HP, ITS AFFILIATES, SUPPLIERS, CONTRACTORS, RESELLERS, OR SERVICE PROVIDERS make repairs, which in the aggregate are equal to the purchase price of the Covered Product, or replace the Covered Product with a new, rebuilt, or refurbished product of equal or similar features and functionality, HP will have no further obligations under this Care Pack agreement regarding claims for accidental damage from handling for such Covered Product, but all other aspects of the Care Pack purchased will remain in effect unless specifically documented otherwise in the country of purchase. The cost of repair for any additional ADP claims will be charged on a time-and-materials basis.

### For ADP Care Packs that include 1 ADP CLAIM in the description

For "1 ADP CLAIM" Care Packs, claims for ADP repair is limited to one claim per product serial number commencing from the HP service start date. Once the one claim limit is reached, the Limit of Liability for ADP under this HP Service agreement will have been reached. In the event that HP, ITS AFFILIATES, SUPPLIERS, CONTRACTORS, RESELLERS, OR SERVICE PROVIDERS make ADP repairs or replace the Covered Product with a new, rebuilt, or refurbished product of equal or similar features and functionality, HP will have no further obligations under this HP Care Pack service agreement regarding claims for accidental damage from handling for such Covered Product, but all other aspects of the HP Care Pack service purchased will remain in effect unless specifically documented otherwise in the country of purchase. The cost of repair for any additional ADP claims will be charged on a time-and-materials basis.

### For ADP Care Packs that include Unlimited in the description

HP does not limit the number of qualified accidental damage from handling claims for the duration of the HP Care Pack agreement; however, accidental damage claim rates for each HP product model and Customer account are constantly monitored; HP reserves the right to physically audit and/or collaborate with the Customer if claim rates are high.

### For ADP Care Packs that include 8 pct or 12 pct Aggregate Pool of Claims in the description:

To determine the total number of claims available throughout contract term, the aggregate percentage is multiplied by the total units purchased and then multiplied by Care Pack term (in years). If calculation results in a decimal number, the decimal number is rounded up to the next highest whole number. This whole number represents the total number of claims available and that can be submitted for covered units throughout contract term.

- **Example #1:** Customer purchases 100 units of 8% aggregate pool of claims with a term length of 3 years. Total pool of claims would equal 24. Calculation to determine total pool of claims:  $24 \text{ total claims} = (100 \text{ units} * 8\%) * 3 \text{ years}$ .
- **Example #2:** Customer purchases 100 units of 12% aggregate pool of claims with a term length of 3 years. Total pool of claims would equal 36. Calculation to determine total pool of claims:  $36 \text{ total claims} = (100 \text{ units} * 12\%) * 3 \text{ years}$ .
- **Example #3:** Customer purchases 101 units of 12% aggregate pool of claims with a term length of 3 years. Total pool of claims would equal 37. Calculation to determine total pool of claims:  $37 \text{ total claims} = (101 \text{ units} * 12\%) * 3 \text{ years}$ .

There is no limit as to how many claims can be submitted in a single year, except if customer has already exhausted their total pool of claims. Once the claim limit is reached, the Limit of Liability for ADP under this HP Service agreement will have been reached, but all other aspects of the HP Care Pack service purchased will remain in effect unless specifically documented. Unused claims at end of contract term are not eligible for credit or refund.



### **Additional limitation to the Accidental Damage Protection service feature options**

WE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE. HP reserves the right to physically audit your product and/or collaborate with the Customer to validate a claim submitted for accidental damage from handling. HP may, at its sole discretion, elect to replace HP products in lieu of repairing them. The Covered Product becomes the property of HP and must be returned to HP (or HP designee) at HP expense. HP reserves the right to replace the product with a remanufactured or refurbished product. Technological advances may result in a replacement product with a lower selling price than the original product. HP reserves the right to deny acceptance of requests to purchase the Accidental Damage Protection service feature at its sole discretion.

### **Exclusions to the Accidental Damage Protection service feature option**

Eligibility for purchase of the Accidental Damage Protection service feature requires the product to be covered by a factory warranty or a warranty extension service with coverage duration equal to or longer than the accidental damage protection service. The Accidental Damage Protection (ADP) service feature provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use.

Except for products where such damage is specifically identified as being covered under the HP limited warranty, the HP limited warranty does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; or corrosion
- Vandalism, fire, a vehicular or homeowner's accident, act of God (such as flood, natural disaster), or any other peril originating from outside the product
- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including bio-hazardous or human or animal bodily fluids) materials, animal or insect damage or infestation
- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; or corrosion
- Vandalism, fire, a vehicular or homeowner's accident, act of God (such as flood, natural disaster), or any other peril originating from outside the product
- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including bio-hazardous or human or animal bodily fluids) materials, animal or insect damage or infestation
- Operator negligence, misuse, mishandling
- Improper electrical power supply; unauthorized repairs or attempts to repair; improper and unauthorized equipment modifications, attachments, or installation; defective batteries; battery leakage; lack of manufacturer-specified maintenance (including the use of inappropriate cleansers)
- Damage or equipment failure that is covered by manufacturer's warranty, recall, or factory bulletins
- Damage caused during the Customer's shipment of the covered product to or from another location



- Damage to hardware, software, media, data, etc. stemming from causes including, but not limited to: Viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code or proprietary data; any support, configuration, installation, or reinstallation of any software or data; or use of damaged or defective media
- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the Care Pack; in addition, a 30 day waiting period must be observed for Care Packs purchased more than 30 days after the HW purchase before a claim can be filed with HP
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection Care Pack
- Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein
- Intentional damage that results in a cracked or damaged computer display screen or damaged monitor
- Alteration or modification of the Covered Product in any way
- Unexplained or mysterious disappearance and any willful act to cause damage to the Covered Product
- Reckless, negligent, abusive, willful, or intentional conduct while handling or using the product. Abuse is defined as the intentional non-utilization of protective items during product use, or the treatment and use of the Covered Product in a harmful, injurious, or offensive manner that may result in its damage, and any willful or intentional damage to the product
- If protective items such as covers, carrying cases, pouches, etc. were provided or made available for use with the Covered Product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service
- Unit cracks or holes when the damage does not penetrate the outer case and/or reveal internal circuitry or sharp edges
- Missing or broken keyboard caps not related to a covered accident (e.g., drop, liquid spill)
- Error in product design, construction, programming, or instructions
- Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use, storage, and operation of the product in accordance with the manufacturer's specifications and owner's manual
- Theft, loss, mysterious disappearance, or misplacement
- Data loss or corruption; business interruptions
- Fraud (including, but not limited to, incorrect, misleading, erroneous, or incomplete disclosure of how the equipment was damaged to the Customer's adjudicator, the servicer, or HP)
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the computer, including damage to case or cabinetry or other non-operating parts or components which does not affect the functionality of the Covered Product
- Computer monitor screen imperfections including, but not limited to, "burn-in" and missing pixels, caused by normal use and operation of the product
- Damage to product(s) whose serial numbers are removed or altered



## State/Territory-Specific Terms and Conditions

The terms provided below are specific to Support Services purchased in certain states within the United States. If you are not a permanent resident of the state identified in each paragraph below at the time you purchase the Support Service, and if the Support Service is not provided to you in that state, then you are not eligible for the additional rights and/or remedies below. Any conflict between the terms of the state-specific terms and conditions listed below and the remainder of this Agreement will be governed by the applicable state-specific terms and conditions.

Alabama, Arkansas, California, Colorado, Hawaii, Maryland, Massachusetts, Minnesota, Missouri, New Jersey, New Mexico, New York, Nevada, South Carolina, Texas, Washington, and Wyoming

If you cancel this Agreement pursuant to termination and cancellation provisions, and we do not refund the purchase price to you within 30 days for California, New York, and Washington residents; within 45 days for Alabama, Arkansas, Colorado, Hawaii, Maryland, Massachusetts, Minnesota, Missouri, New Jersey, Nevada, South Carolina, Texas, and Wyoming residents; and within 60 days for New Mexico residents, we are required to pay you a penalty of 10% per month for the unpaid amount that is owed to you. Your right to cancel and receive this penalty payment as described in this paragraph only applies to the original purchaser of this Agreement and may not be transferred or assigned to any other person.

### Agreements purchased before August 1, 2019 (OBLIGOR STATUS)

**Delaware, District of Columbia, Hawaii, Indiana, Iowa, Louisiana, Mississippi, Montana, Nebraska, New York, Ohio, Oklahoma, Oregon, Puerto Rico, Rhode Island, South Dakota, Vermont**

Our obligations under this agreement are covered by a reimbursement insurance policy provided by Illinois National Insurance Company, 500 W. Madison Street, 30th Floor, Chicago, IL 60601, or by phone 800-250-3819.

### *New York residents*

Our obligations under this agreement are covered by a reimbursement insurance policy provided by New Hampshire Insurance Company, 175 Water Street, 18th Floor, New York, NY 10038, or by phone 800-250-3819.

### Agreements purchased after August 1, 2019 (OBLIGOR STATUS)

Delaware, District of Columbia, Hawaii, Indiana, Iowa, Louisiana, Mississippi, Montana, Nebraska, New York, Ohio, Oklahoma, Oregon, Puerto Rico, Rhode Island, South Dakota, Vermont

Our obligations under this Agreement are covered by a reimbursement insurance policy provided by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, or by phone 866-505-4048. If, within 60 days after You request performance or payment under the terms of this Agreement, we fail to perform or make payment, we are no longer a going concern, or you are otherwise dissatisfied, you may request such performance or payment directly from the insurance company.

### Alabama Residents

If you cancel the Agreement pursuant to termination and cancellation provisions: (i) within 30 days of the date of purchase, but after a claim has been made, or (ii) after 30 days from date of original purchase, you will receive a refund of the unearned portion of the purchase price based on time expired, less a termination fee of \$25. If you cancel the Agreement pursuant to termination and cancellation provisions within 30 days of date of purchase, with no claim having been made, you will receive a full refund of the purchase price. Any refund due to you under this paragraph or termination and cancellation provisions may be credited to any outstanding balance of your account, and the excess, if any, shall be refunded to the original purchaser.



### California Residents

You may terminate this Agreement by sending a written notice to HP Inc. at the address stated in termination and cancellation provisions. If the termination is within 30 days of receipt of the contract, you will receive a full refund provided no claims have been made. If any claims have been made, the refund will be less the amount of any claims paid or the cost of repairs made on your behalf. If the termination is after 30 days of receipt of the contract, you will receive a refund of the unearned portion of the purchase price based on time expired, less a cancellation charge of \$25 or 10% of the purchase price of the Agreement, whichever is less.

Notice: HP, Inc., is the Obligor for Accidental Damage service agreements sold in California under Service Contract Seller license number 2651.

### Michigan Residents

If performance of the Support Services is interrupted because of a strike or work stoppage at our place of business, the effective period of this Agreement shall be extended for the period of the strike or work stoppage.

### Nevada Residents

Once this HP Support Service Agreement has been in effect for at least 70 days, we may cancel this Agreement before the expiration of the agreed term only for one or more of the following reasons:

- a. You fail to pay an amount when due
- b. You are convicted of a crime that results in additional service under this Agreement
- c. We discover that you committed fraud or made a material misrepresentation in obtaining this Agreement or submitting a claim under this Agreement
- d. We discover that you engaged in an act or omission, or violated a condition of this Agreement, after the date of this Agreement which substantially and materially increases the services due under this Agreement
- e. A material change in the nature or extent of the required service or repair which occurs after the effective date of this Agreement and which causes the required services or repairs under this Agreement to be substantially and materially increased beyond those contemplated at the time this Agreement first took effect

If the original purchaser cancels this Agreement pursuant to termination and cancellation provisions: (i) within 30 days of the date of purchase, but after a claim has been made, or (ii) after 30 days from date of purchase, the original purchaser will receive a refund of the unearned portion of the purchase price based on time expired. If the original purchaser cancels the Agreement pursuant to termination and cancellation provisions within 30 days of date of purchase, with no claims having been made, the original purchaser will receive a full refund of the purchase price. Any refund due to the original purchaser under this paragraph or termination and cancellation provisions may be credited to any of the original purchaser's outstanding balances, and the excess, if any, shall be refunded to the original purchaser.

Any unresolved complaints concerning this Agreement may be addressed to: the Nevada Division of Insurance, or by phone 888-872-3234, or online at [doi.nv.gov](https://doi.nv.gov).

For Nevada residents Nevada law shall govern the provisions of this contract. If this contract is issued in Nevada, only Nevada law, and not the laws of any other state, may govern its substantive provisions.

### New Hampshire Residents

In the event you do not receive satisfaction under this Agreement, you may contact the New Hampshire Insurance Department, by mail at State of New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord NH 03301, or by phone, via Consumer Assistance, at 800-852-3416.



### **New Mexico Residents**

Once this Agreement has been in effect for at least 70 days, we may cancel this Agreement before the expiration of the agreed term only for one or more of the following reasons:

- a. You fail to pay an amount when due;
- b. You are convicted of a crime that results in additional service under this Agreement;
- c. We discover that you committed fraud or made a material misrepresentation in obtaining this Agreement or submitting a claim under this Agreement;
- d. We discover that you engaged in an act or omission, or violated a condition of this Agreement, after the date of this Agreement which substantially and materially increases the Support Services due under this Agreement; or
- e. A material change in the nature or extent of the required Support Service or repair which occurs after the effective date of this Agreement and which causes the required Support Services or repairs under this Agreement to be substantially and materially increased beyond those contemplated at the time this Agreement first took effect.

### **Ohio Residents**

If you purchased Accidental Damage Protection in connection with this Agreement, Our obligations are covered by a reimbursement insurance policy. If we fail to perform or make payment under the terms of this Agreement within 60 days after You request performance or payment, You may request such performance or payment directly from Wesco Insurance Company at 59 Maiden Lane, 43rd Floor, New York, NY 10038, or by phone 866-505-4048.

### **Oregon Residents**

Any civil action brought in connection with this Agreement does not have to be brought in the courts of the State of California. In the event you do not receive satisfaction under this Agreement, you may contact the Oregon Insurance Division, by mail at Department of Consumer and Business Services, Insurance Division, 350 Winter Street NE, Salem OR 97301-3883, or by phone 888-877-4894.

HP Inc. is the Obligor for this service contract and is located at: 1501 Page Mill Road, Palo Alto, CA 94304. We can be reached at 1 (844) 732-9070.

### **South Carolina Residents**

If you have any questions regarding this Agreement, or a complaint against the Provider, you may contact the South Carolina Department of Insurance, 1201 Main Street Suite 1000, Columbia, SC 29201 or P.O. Box 100105, Columbia, SC 29202-3105, or by phone 800-768-3467. This is not an insurance contract.

### **Tennessee Residents**

The term of this Agreement shall be extended as follows: (1) the number of days you are deprived of the use of the product because the product is in repair; plus 2 additional workdays.

### **Texas Residents**

Any unresolved complaints concerning this Agreement may be addressed to: Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, TX 78711-2157, or by phone 512-463-6599 or 800-803-9202 within Texas.

Notice: HP, Inc., is the Obligor for Accidental Damage service agreements sold in Texas under Service Contract Seller license number 373.



### Wisconsin Residents

THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

If HP cancels your contract you will be provided notice at least 5 days prior to the cancellation date, this notice will include the date of cancellation and the reason. If your service contract is cancelled by HP for a reason other than non-payment, HP will refund 100 percent of the unearned pro rata fee, less any claims paid. HP may charge an administrative fee for cancellation which may not exceed 10 percent of the purchase price.

No deductible payment is required to receive service.

### Wyoming Residents

The laws of the State of Wyoming will govern any disputes arising out of this Agreement and any civil action may be brought in the courts of the State of Wyoming.

## Termination and Cancellation

You may terminate this Agreement by notifying us in writing : HP Inc., 1501 Page Mill Road, Palo Alto, CA 94304 within 30 days of purchase to receive a full refund, less any claims paid or the cost of repairs made on your behalf. After 30 days, you may terminate the Agreement by submitting a cancellation in writing to the above address. HP will provide a pro rata refund based on the time expired, less the cost of any claims paid or the cost of repairs made on your behalf. We may terminate at any time after the effective date of this Agreement if you fail to perform or observe any condition of this Agreement. Notice of our cancellation will be in writing and given at least 30 days prior to cancellation. If we cancel, you will receive a pro rata refund based on the time expired under the Agreement. Full refunds for prepaid Support Services are available from the place of purchase only if you cancel within 30 days of receipt of the Agreement and a claim has not been made under this Agreement. Varying cancellation and refund terms may apply to you; please see State-Specific Terms and Conditions on page 13.

## Ordering information




All units and options with individually sold Care Pack must be ordered with the same service level as the product they are contained in, if that service level is available for those units and options.

To obtain further information or to order HP Care services, contact a local HP sales representative.

## For more information

For more information on HP Services, contact any of our worldwide sales offices or resellers or visit the following website: <https://cpc2.ext.hp.com>

Sign up for updates [hp.com/go/getupdated](https://hp.com/go/getupdated)

Share with colleagues   

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.

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