



# HP Care Pack Services

Coverage you can count on – around the clock and around the world.

Every HP Care Pack is designed to provide you with professional class coverage options, support services, and peace-of-mind. Discover how to keep your business moving ahead with flexible, convenient HP Care Pack Services to expand your coverage and provide extra protection.

## Benefits for your organization



### A team of HP experts by your side

Ensure repairs are performed by those who know your devices best – HP Certified Technicians. Know your hardware is expertly serviced so you can free up time to focus on other IT priorities.



### Increased device uptime

Keep devices running smoothly and address repair issues quickly with efficient service and support that helps boost employee productivity.



### Lower, more predictable IT costs

Knowing device service costs up-front limits last-minute expenses. Experience lower and more predictable IT costs by pairing Care Packs with your devices from the start.



### A proactive business approach

No need to waste time finding suitable replacement parts, spending more money on urgent repairs, or leaving devices at service centers for weeks. Avoid surprises and rest easy knowing you're covered.

## A range of coverage options for your unique needs



### Faster repair response

Get back to work fast with an array of support services including flexible **call-to-repair coverage**, **installation**, **exchange**, **next business day onsite**, and **next business day onsite for travelers**<sup>2</sup>.



### Enhanced protection

Don't let accidents get in your way. Protect against PC drops, spills, and power surges with **accidental damage coverage**, as well as other services like **battery replacement** and **defective media retention**<sup>1</sup>.



### Warranty extension

Extend your PC or Print coverage beyond your base warranty with optional, flexible **service extension plans** of varied durations and levels<sup>2</sup>.

## Must have Care Packs

HP offers an array of Care Packs with varied durations and service levels to fit your organization's needs in more than 160 countries around the globe. Learn about four of our most popular Care Packs.



### HP Next Business Day Onsite Service

**Keep your Printers and PCs working so you can stay productive.**

Get the support you need with the flexibility to choose between multiple service-level options featuring onsite response at your location or call-to-repair time and coverage window combinations.

Select the support that is right for your business from coverage windows to next business day onsite<sup>2</sup>. HP will be there every step of the way with remote diagnostic support and onsite repair.

Rely on our knowledgeable experts and prompt service to minimize downtime by getting your devices working and your users back to business.

HP is your service partner to help reduce downtime and increase productivity for your desktops, notebooks, Retail Point of Sale systems, and workstations.



### HP Accidental Damage Protection Service<sup>1</sup>

**Endless possible mishaps. One easy answer.**

Protect your PCs in the event of accidental device damage, and avoid out-of-pocket repair or replacement costs. When the unexpected happens, HP has you covered.

Notebooks are an integral part of your life, and accidental spills, drops or electrical surges could mean disaster without accidental coverage.

Convenient and flexible accidental service coverage provides investment protection against unexpected physical damage and helps to keep users on the go<sup>2</sup>.

Get back to work with repairs handled by knowledgeable technicians from HP, a trusted one-stop service partner with global coverage you can count on.



### HP Printer Installation Service

**Expert help from the start**

Take confidence in the support of expert, certified technicians who will unpack, assemble, install, verify and test all new HP hardware at your location<sup>2</sup>.

Stay focused on your central business objectives while we set up a completely integrated hardware environment. We even provide your IT administrator an overview of important tasks.



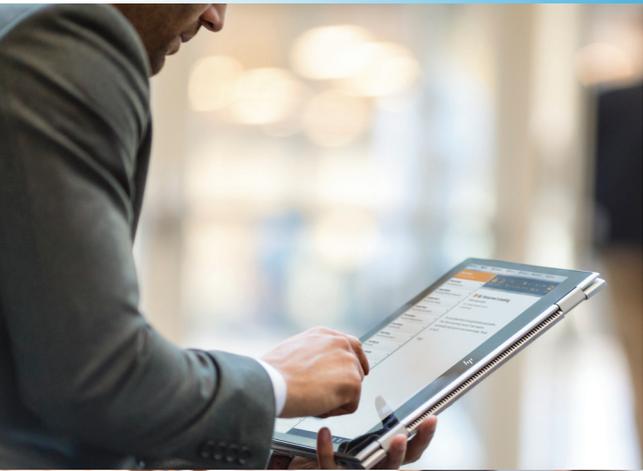
### HP Travel Support Service

**Travel worry-free with quick support for your devices.**

You have enough to focus on when you're out of office. Stay productive and get access to the help you need — almost anywhere you go — with local language telephone and onsite support.

Protect against device failure while traveling at home or abroad, and get back to business fast with prompt remedial services or Next Business Day Onsite support<sup>2</sup>.

Minimize business travel stress knowing that your device can be repaired in more than 80 countries. Add optional Accidental Damage Protection<sup>1</sup> to cover damage from drops and spills.



## HP Defective Media Retention Service

**Maintain control of defective hard drives to meet your security standards.**

Keeping your hard drive when it requires replacement is critical to maintaining control of your sensitive data and ability to disposition it in a way that meets your security standards.

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Sometimes, even the best storage media can fail, and if it does, don't send your confidential data to a remote facility. Keep it right where it is.

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The HP Defective Media Retention Service is ideal if you need to control and secure proprietary and confidential data or if you're subject to data privacy regulations<sup>2</sup>.



## HP Exchange and Offsite Printer Repair Service

**Quality Support the keeps business moving**

Easily return or exchange printers when issues cannot be resolved remotely with a variety of HP Care Pack services that work best for you when your printer is need of repair.

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Have peace of mind knowing that each Care Pack includes remote troubleshooting, diagnostics, and issue resolution. Providing a variety of exchange or return options to meet your busy schedule.

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Next business day onsite exchange provides convenient door-to-door delivery with a technician exchanging the failed device onsite within the next business day<sup>2</sup>.

## Coverage that extends beyond your PCs and Printers

Displays and accessories connect us to our devices and are key to efficient work environments. Keep them running smoothly with coverage for docking stations, displays, and more.



Boost your PC and Print support strategy with HP as your service partner.

Contact your sales representative to get started.

[hp.com/go/carepackservices](http://hp.com/go/carepackservices)

1. Coverage terms, limitations and restrictions vary by region and country. Contact your HP sales or partner representative for more information.

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/go/cpc](http://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.  
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