



## Accidental Damage Protection



With HP Accidental Damage Protection, you are protected in the event you spill liquid on your keyboard, experience a power surge, drop your notebook, or incur other unexpected PC damage. When events like these take place, HP has you covered.

### Service highlights

#### Peace of Mind

Don't be caught off guard if the unexpected happens - protect your HP PC with HP Accidental Damage Protection.

You'll enjoy greater peace of mind and enhanced security while keeping your PC covered by the manufacturer who knows it best.

### Service benefits

#### Avoid unexpected repair and replacement costs

When you're covered by an HP service plan with HP Accidental Damage Protection, you get:

- Protection from unpredictable drops, spills and accidental damage
- Continuous coverage for hardware parts and labor
- 24x7 real-time chat and toll-free phone support from certified HP representatives
- Round-trip shipping at no additional cost
- Convenient door-to-door product Pick Up and Return or Next Business Day Onsite service delivery

This plan works in conjunction with your standard limited HP product warranty. The duration of the HP Accidental Damage Protection plan is measured from the date of your hardware purchase.



HP Accidental Damage Protection helps prevent out-of-pocket repair or replacement costs caused by accidents that may occur during normal operation of computing products

## Enjoy total peace of mind when the unexpected happens

More than “just an insurance policy”, ADP is enhanced hardware protection that provides convenient offsite Pick Up and Return, or, depending upon location and service plan, Next Business Day Onsite\* service.

### Key Features

Feature	Delivery specifications
<b>Key Features</b>	<ul style="list-style-type: none"> <li>• Coverage includes parts and labor</li> <li>• Available for up to 5 years</li> <li>• Standard Business Hours Coverage</li> <li>• Remote Problem Diagnosis and Support</li> <li>• Unlimited Claims (Notebooks Only)</li> </ul>
<b>Service Levels</b>	<ul style="list-style-type: none"> <li>• Next Business Day Onsite*</li> <li>• Pick Up and Return</li> <li>• Next Business Day Exchange (handhelds only)</li> </ul>
<b>Definition</b>	<ul style="list-style-type: none"> <li>• Accidental damage is defined as physical damage to a product caused by or resulting from an unexpected incident that renders the unit inoperable</li> </ul>
<b>Coverage</b>	<ul style="list-style-type: none"> <li>• Coverage applies to unintentional spills in or on the unit, drops, falls and electrical surge. This includes damaged or broken liquid crystal displays (LCD's) or broken parts.</li> <li>• Limitations apply to major parts replacement for products other than Notebooks</li> <li>• Cosmetic damage not covered</li> <li>• Does not cover theft, loss, damages caused by a vehicle accident, normal wear, consumables, intentional acts of damage, fire, or other exclusions specified by HP.</li> </ul>
<b>Customer Benefits</b>	<ul style="list-style-type: none"> <li>• Enhanced protection for hardware</li> <li>• Minimizes unplanned out of pocket repair costs</li> <li>• Reduces downtime, enhancing productivity</li> </ul>

\*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/carepack](http://www.hp.com/go/carepack).

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Contact us today to learn more about HP Accidental Damage Protection HP Care Pack Services

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