



# hp

HP Accidental Damage Protection Service  
Additional coverage for convenience and peace of mind



### Overview

The rapid growth in mobile technologies in recent years has changed the way we live, work and play. Enterprises are adopting mobile networking solutions to help their sales force and service personnel in the field stay connected with their customers, suppliers, and colleagues. Notebooks and handhelds have become standard essentials among professionals, business owners, and other users who are constantly on the move. While mobile devices offer convenience, they are also more prone to damage. It is not difficult to imagine the frustration and the cost of losing vital presentations or critical business reports just when you need them. In addition to the cost of losing business opportunities, repairs can also be very expensive since most warranties do not cover accidental damage.

The HP Care Pack for accidental damage protection (ADP) offers users of HP laptops, iPAQs and tablet PCs, one-stop telephone support, pick-up, repair or replacement of the failed unit at an HP repair centre, and return of the repaired or replaced product. ADP also provides additional protection against accidental damage to the product, usually not covered under normal or extended warranty. This also means you do not have to budget for unexpected equipment repair or replacement costs. What's more, ADP is not only competitively priced and available at all HP authorised resellers, it is also easy to order and activate.

### Service features at a glance

When customers register their covered mobile product, along with the HP Care Pack for ADP, they will enjoy the following features:

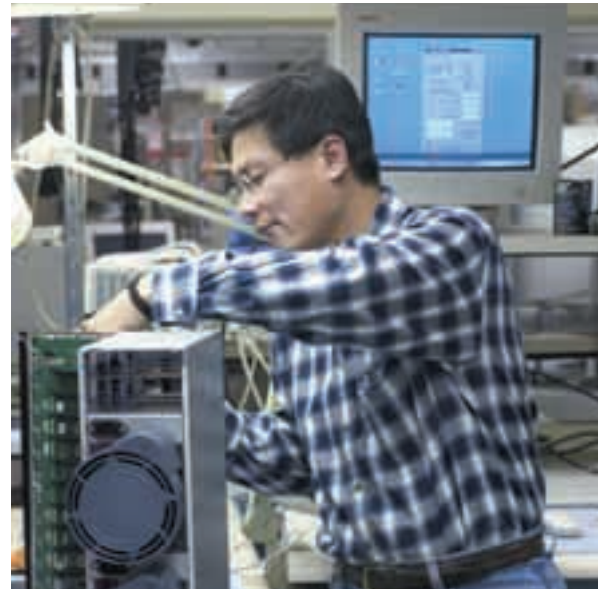
- Remote problem diagnosis and support: HP will work with customers to remotely isolate and resolve the hardware problem.

- Repair, materials and parts: HP will provide all labour, parts and materials necessary to return the hardware to operating condition.
- Pick up and return services: an HP authorised courier will pick up the failed equipment and return the serviced device to the customer's designated address within the country where the call was logged.
- Turnaround time<sup>1</sup>: three business days in eligible geographic locations, except for intermittent failures that may require additional repair time.

### Benefits

- Improved uptime and productivity: the quick turnaround time will mitigate business risks and opportunity costs.
- Better cost control: customers will know the upfront cost and this helps in lowering total cost of ownership for their mobile device.
- Comprehensive repair coverage: coverage includes fire, liquid spills, unit drops, collisions, electrical surge, LCD damage and broken parts resulting in product failure. If the product is beyond repair, a comparable replacement product (new or refurbished) will be provided.
- Peace of mind: assurance of reliable and quality repairs backed by HP's award winning service and support and the use of genuine HP parts.

<sup>1</sup> Turnaround time starts from the time the HP repair centre has received the failed product until the time when the repaired product is ready to be returned to the customer's designated address. It does not include time to pick up and return ship the product between the customer's site and the HP repair centre.



## Why HP?

- **Flexibility**  
HP has an entire range of products and services to allow enterprises the flexibility to meet their changing needs.
- **Global support**  
HP has global support capability to ensure a single point of contact for customers with regional or worldwide operations.
- **Modular service offerings**  
HP offers decades of experience and expertise in service and support with a complete range of flexible modular service offerings. Customers have the freedom to select the services that best meets their needs.
- **Award-winning HP support**  
HP is recognised as a leader in providing consistent and quality services. Customers are backed by a highly experienced services team with a proven track record in supporting multi-vendor desktop environments, to ensure optimal IT performance.

## Service coverage

Feature	Delivery specifications
<b>Service window</b>	<ul style="list-style-type: none"> <li>• Support services are delivered during standard business hours and standard business days.</li> <li>• Services are available between 8:00am and 5:00pm, Monday through Friday excluding HP holidays. Calls received and answered outside this service window will be logged the next day.</li> <li>• Actual business hours may vary from country to country.</li> </ul>
<b>Coverage</b>	<ul style="list-style-type: none"> <li>• ADP only applies in the country where the HP Care Pack is purchased.</li> <li>• Coverage includes fire, unintentional liquid spills in or on the product, product drops, falls, collisions, and electrical surges. This includes damaged or broken LCD, and broken parts that contribute to product failure.</li> </ul>
<b>Limitations</b>	<ul style="list-style-type: none"> <li>• Service may be performed at an HP designated repair facility by an HP service professional or other authorised representative.</li> <li>• Major parts replacement is limited to one per year. This includes but is not limited to LCD screens, DVD/CD ROM, motherboard, processor, hard disk drive, and memory.</li> <li>• Beyond this entitlement, customers will be charged for repair/replacement services based on local labour rates and material costs.</li> </ul>

**Service exclusions**

ADP does not provide coverage for any of the following

- Damage caused by failure to provide manufacturer's recommended maintenance or operating specifications;
- Damage due to war or nuclear incidents, acts of terrorism, unauthorised attempts to repair the equipment, use of damaged or defective media with the product;
- Data, business interruptions, obsolescence, scratches, rust, change in colour, texture or finish, normal wear and tear;
- Error in design, construction, machine programming or instructions to the machine;
- Fraud, theft, unexplained or mysterious disappearance, misuse, abuse or wilful act; and
- Alteration or modification of the product in any way.

**Geographic coverage**

The ADP service is covered only in the country where the HP Care Pack is purchased and limited to major metropolitan areas. Return shipments of the repaired product outside these areas may take more than one business day and an additional charge may apply.

Please check with your local HP authorised representative if your location is eligible for this service.

For more information on ADP, please contact your preferred HP reseller or the local HP sales office.

Alternatively, you can visit our website  
<http://www.hp.com/hps/support>

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