

How to cancel your order

Consumer and Business Customers



HP Care Pack

How to cancel your order

You may change your mind and execute your withdrawal right by cancelling your purchase at any time within 14 calendar days after the purchase.

Between 14 days and 30 days after purchase, you may also cancel the order; however, if any service has been provided prior to notice of cancellation, you will not receive any refund. Cancellations may be made by notifying HP by email at carepack_helpdesk@hp.com.

