



HP Accidental Damage Protection

HP Care Pack services

Service benefits

- Flexible and free-of-charge shipment options at or from your location
- Repair handled at and by approved HP repair centres and agents, with remote service provided by approved HP technicians whenever possible

Service feature highlights

- Accidental damage protection
- Remote problem diagnosis and support
- Offsite support and materials
- Shipment to the HP authorised repair centre
- Replacement service
- Return shipment

Service overview

HP Accidental Damage Protection provides protection against accidental damage to your HP product which occurs during the contracted period. Accidental damage refers to accidental physical breakage or failure of your covered equipment due to an unforeseen and unintentional event which causes physical damage to the covered equipment and that affects its functionality, such as if you accidentally spill liquid on your keyboard or accidentally drop your HP notebook. Accidental Damage Protection can help you avoid out-of-pocket repair or replacement costs caused by these unexpected events.

Should your HP product be subject to an event which is covered under Accidental Damage Protection, your covered equipment will either be repaired or replaced with a HP product of at least equivalent functionality at no extra charge, subject to the terms, conditions and exclusions described in full in the Accidental Damage Protection policy document.*

Specifications

Table 1. Accidental Damage Protection features

Feature	Delivery specifications
Accidental damage protection	Accidental Damage Protection provides protection (i.e., repair or replacement) against accidental damage to the Customer's covered HP product which occurs during the covered period. Accidental damage refers to the accidental physical breakage or failure of your HP covered equipment due to an unforeseen and unintentional event which causes physical damage to the HP covered equipment and that affects its functionality. Accidental Damage Protection does not cover events including, but not limited to, theft, loss, damage caused by fire, a vehicle accident or act of nature, normal wear, consumables, or abuse and misuse. Please see the Accidental Damage Protection policy for full details of exclusions to the policy coverage.*
Remote problem diagnosis and support	When making an accidental damage claim, the Customer must first report the claim as soon as possible by either calling HP at (0845) 161 0050 or by using the HP Web portal (https://h20565.www2.hp.com/portal/site/hpsc/public). Provided that the damage was caused by accident, HP will provide the Customer with basic technical assistance. The Customer may be asked to provide necessary information and to co-operate by resolving problems remotely, executing self-tests or diagnostic programs, and performing basic remedial activities.

*The HP Accidental Damage Protection is underwritten by AIG Europe Limited, which is authorised and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (firm reference number: 202628). This information can be checked by visiting the Financial Services Register online ([fsa.gov.uk/register](https://www.fsa.gov.uk/register)). AIG Europe Limited has its registered office at 58 Fenchurch Street, London, EC3M 4AB. AIG Europe Limited is registered in England. The company number is 1486260. Any shipment or technical assistance detailed in this data sheet that is not mentioned in AIG's Accidental Damage policy at the link below is provided by HP and is not the responsibility of AIG Europe Limited. Accidental Damage Protection is governed by the current AIG Accidental Damage policy, which is available at hp.com/uk/accidental_damage_protection. Any HP Support Service Agreement automatically generated and sent to you by HP systems will not apply to the Accidental Damage Protection services described herein.

Feature	Delivery specifications
Offsite support and materials	If HP determines that the problem cannot be resolved remotely, HP will direct the Customer to return the defective covered equipment to a HP authorised repair centre and will provide technical repair support. The Customer's covered equipment will either be repaired using parts which are new or functionally equivalent to new in performance, replaced with a HP product that is new or functionally equivalent to new in performance, or, in the case where there is not a HP product that matches the covered equipment, HP will provide the Customer with a HP product that is at least functionally equivalent to the original covered equipment not exceeding the product value of the original item, as indicated by the Customer's proof of purchase.
Shipment to the HP authorized repair center	Should the HP covered equipment require repair at a HP authorised repair centre, one of the following options will be proposed to the Customer based on the repair capabilities available at the Customer's location. The option proposed can also depend on the existing warranty level included with the Customer's covered equipment or the support package purchased for the product: • Delivery by the Customer: With this option, the Customer is responsible for delivering the covered equipment to the HP designated repair centre. 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. HP will pay the cost of delivery. • Pickup by HP: A HP authorised courier will pick up the defective product at the Customer's location in the United Kingdom, the Channel Islands or the Isle of Man, and deliver it to the HP designated repair centre. It is the Customer's responsibility to package and prepare the product appropriately for courier pick-up. Service requests must be received before 12:00 p.m. local time to activate same-day pick-up. All other service requests will be scheduled for next-business-day pick-up.
Replacement service	In the event that the Customer's covered equipment cannot be repaired or the cost of the repair exceeds the value of the product, HP may decide to replace it. Replaced products become the property of HP.
Return shipment	A HP authorised courier will return the repaired or replaced product to the Customer's designated location within the United Kingdom, the Isle of Man or the Channel Islands. Return shipment will be by ground transportation and usually takes between 3 and 7 business days. The Customer may request accelerated delivery at an additional charge.

Coverage

Accidental Damage Protection covers the HP product identified by the serial number shown on the Customer's services certificate, including all accessories provided with HP products under the same serial number and all HP supplied internal components such as memory and CD-ROM drives.

Not covered under this service are items such as, but not limited to:

- External accessories not provided with the main HP product under the applicable serial number such as mouse, keyboard and AC power cable
- Consumable items including, but not limited to, removable media, customer-replaceable batteries and tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service; HP Notebook and Tablet long-life batteries are covered for up to 3 years
- Non-HP products
- Accessories purchased in addition to the base unit, such as jackets, cradles, docking stations, port replicators, maintenance kits, carrying cases and other supplies
- Any product previously serviced or repaired by anyone who is not duly authorized

For full details of all coverage exclusions, please see the AIG Accidental Damage policy document (please see the document footnote for more details).

Prerequisites

The covered equipment must be either covered by the HP Limited Warranty provided with your HP product or a warranty extension service with a coverage duration equal to or longer than the Accidental Damage Protection policy.

Accidental Damage Protection must be purchased within 30 days of the purchase of the HP product. The Customer may be required to provide proof of purchase before any services are provided for the equipment covered under the Accidental Damage Protection policy.

Customer responsibilities

In order to receive full protection under the Accidental Damage Protection policy, the Customer shall take all reasonable precautions to protect the covered equipment against an insured event and shall use and maintain the covered equipment in accordance with HP's instructions.

In addition, when making a claim under the Accidental Damage Protection policy, the Customer must comply with all the requirements set out in the AIG Accidental Damage policy, which the Customer is advised to read carefully (please see the document footnote for more details).

Reporting a claim

The Customer must report a claim as soon as possible using one of the following methods:

- Phone: calling (0845) 161 0050
- Online: using the HP Web portal (<https://h20565.www2.hp.com/portal/site/hpsc/public>)

Territorial limits

Accidental Damage Protection covers insured events occurring anywhere in the world. However, a HP product can only be repaired, picked up and delivered back to you in the United Kingdom, the Isle of Man or the Channel Islands, and a HP product that has been repaired or replaced can only be delivered to a customer in the United Kingdom, the Isle of Man or the Channel Islands.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following websites:

- HP support services: hp.com/services/support
- HP Care Pack services: hp.com/services/carepack

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