

Hardware Support for Travelers

Participating country/geographic location list



Hardware Support for Travelers provides mobile computer users with a hardware support solution for their new HP portable product.

This service is available for select HP branded products and includes local language remote problem diagnosis and, as locally available, a next-business-day onsite response time in the Tier 1 participating countries/geographic locations listed below.

Support is provided during the local countries/geographic locations standard office hours and days.

Please refer to the service data sheet for the detailed service description.

To contact the local HP Solution Centers for technical support, please visit welcome.hp.com/country/us/en/wwcontact_us

Tier 1 participating countries/geographic locations

Next-business-day onsite support is available in specified local travel zones. Accidental Damage Protection (ADP) and Defective Media Retention (DMR) optional services also offered where noted.

Travel Offsite Support, Pickup & Return Service and Return to Depot Service are not sold in all geographic regions, but are supported in the countries listed below.

Africa

| | | |
|---------|---------|--------------------------|
| Morocco | Nigeria | Republic of South Africa |
|---------|---------|--------------------------|

Optional Services: ADP and DMR are offered in all countries listed.

Americas

| | | | |
|------------------------|--------------------|----------------------|-----------------|
| Antigua and Barbuda | Canada | Guatemala | Peru |
| Aruba | Cayman Islands | Guyana | Puerto Rico |
| Bahamas | Chile | Haiti | Saint Lucia |
| Barbados | Colombia | Honduras | Suriname |
| Belize | Costa Rica | Jamaica | Trinidad/Tobago |
| Bermuda | Dominican Republic | Mexico | USA |
| Bolivia | Ecuador | Netherlands Antilles | Venezuela |
| Brazil | El Salvador | Nicaragua | Virgin Islands |
| British Virgin Islands | Guam | Panama | |

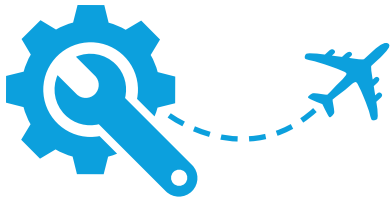
Optional Services Latin America: ADP and DMR are available in all countries listed above except Brazil.

Optional Services North America: ADP and DMR are available in the USA and Canada. ADP in the USA is limited to claims up to the value of the purchase price of the covered device, or one replacement device.

Middle East

| | | |
|-------|--------------|----------------------|
| Egypt | Saudi Arabia | United Arab Emirates |
|-------|--------------|----------------------|

Optional Services: ADP and DMR are offered in all countries listed.



Hardware Support for Travelers

Europe

| | | |
|----------------|---------------|-----------------|
| Andorra | Iceland | Russia |
| Austria | Ireland | San Marino |
| Belgium | Israel | Serbia |
| Bulgaria | Italy | Slovakia |
| Croatia | Latvia | Slovenia |
| Czech Republic | Liechtenstein | Spain |
| Denmark | Lithuania | Sweden |
| Estonia | Luxembourg | Switzerland |
| Finland | Malta | The Netherlands |
| France | Monaco | Tunisia |
| Germany | Norway | Turkey |
| Gibraltar | Poland | Ukraine |
| Greece | Portugal | United Kingdom |
| Hungary | Romania | |

Optional Services: DMR is offered in all countries listed. ADP is only available in Andorra, Austria, Belgium, Bulgaria, Denmark, Estonia, Finland, France, Germany, Gibraltar, Hungary, Iceland, Ireland, Israel, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Norway, Portugal, Russia, San Marino, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey, Ukraine, and the United Kingdom (direct customers only).

APJ

| | | |
|-----------|--------------|--------------------------------------|
| Australia | Japan | Singapore |
| China | Korea, South | Taiwan |
| Hong Kong | Malaysia | Thailand |
| India | New Zealand | Vietnam (Ho Chi Minh and Hanoi only) |
| Indonesia | Philippines | |

Optional Services: ADP and DMR are offered in all countries listed above.

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

| Distance from HP designated support hub | Onsite response time |
|---|---|
| 0–100 miles (0–160 km) | Next business day* |
| 101–200 miles (161–320 km) | 1 additional business day* |
| 201–300 miles (321–480 km) | 2 additional business days* |
| Beyond 300 miles (480 km) | Established at time of order and subject to resource availability |

* Travel zone definitions and corresponding response times vary in participating countries/geographic locations. Contact the local sales office for details on travel zones and modified response times.

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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 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.

