



# Next Business Day Support for Travelers



If your business requires you to travel internationally, you need your PC to be functional in order to be effective. With HP Next Business Day Support for Travelers, you can travel with the peace of mind that your computer can be repaired while you are on the road.

## Travel worry-free-be protected against hardware failure and even drops and spills while abroad

HP Next Business Day Support for Travelers Service offers a one-stop solution for repairing failed units while traveling internationally. This easy-to-use HP Care Pack Service offers local language remote problem diagnosis and Next Business Day Onsite<sup>1</sup> response times. Accidental Damage Protection and Defective Media Retention services can be added in some countries.

### Service benefits

When you're covered by HP Next Business Day Support for Travelers, you get:

- Prompt, reliable remedial services with Next Business Day Onsite response time in many countries
- Local language remote problem diagnosis
- Adding Accidental Damage Protection (ADP) provides protection against accidents that render the unit inoperable
- Adding Defective Media Retention (DMR) allows you to keep your hard drive in the event of failure while abroad, allowing you to maintain control of sensitive data

This HP Care Pack Service works in conjunction with your standard limited HP product warranty, and its duration is measured from your hardware purchase date.



## Coverage when and where it counts

HP Next Business Day Support for Travelers is ideal for those who travel internationally, and want to have the same type of coverage—Next Business Day Onsite, Accidental Damage Protection (ADP), or Defective Media Retention (DMR)—while abroad, thereby limiting downtime and enhancing productivity.

## Details

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### Key Features

- Coverage includes parts and labour
- Available for up to 5 years
- Standard business hours coverage
- Remote problem diagnosis and support
- Next Business Day Onsite Service<sup>1</sup>
- Repairs made with certified HP parts

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### Availability

- Available on HP Notebooks and Tablet PCs<sup>3</sup>

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### Customer Benefits

- Travel worry-free with local language telephone and onsite support in select countries
- Reduce downtime while traveling due to hardware failure
- Protect your business reputation by having a plan if your system fails at a critical time while abroad<sup>2</sup>
- Add Accidental Damage Protection where available to protect against drops, spills and accidental damage while traveling
- Add Defective Media Retention where available to be able to retain your hard drive in case of failure while traveling

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1. 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/services/travel](http://www.hp.com/services/travel)
  2. Please refer to the list of Participating Countries for specific coverage. Participating countries may change without notice.
  3. Travel Care Pack coverage is offered only on models which are sold worldwide.

Contact us today to learn more about HP Next Business Day Support for Travelers and other **HP Care Pack Services** at [www.hp.com/apac/smbservices](http://www.hp.com/apac/smbservices)

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