

Brief

Next-Generation (G2) Accidental Damage Protection



With HP Accidental Damage Protection G2, you are protected in the event you spill liquid on your keyboard, experience a power surge, drop your notebook, or incur other unexpected accidental PC damage. When events like these take place, HP has you covered.



Service highlights

Peace of mind

Don't be caught off guard if the unexpected happens. Protect your HP PC with HP Accidental Damage Protection G2. You'll enjoy greater peace of mind and enhanced security from accidents while keeping your PC covered by the manufacturer who knows it best.

Service benefits

Avoid unexpected repair and replacement costs

When you're covered by an HP service plan with HP Accidental Damage Protection, you get:

- Protection from unpredictable drops, spills and accidental damage
- Continuous coverage for hardware parts and labor
- 24x7 real-time chat and toll-free phone support from certified HP representatives
- Convenient door-to-door product Pick Up and Return (includes round-trip shipping at no additional cost*) or Next Business Day Onsite* service delivery

This plan works in conjunction with your standard limited HP product warranty. The duration of the HP Accidental Damage Protection plan is measured from the date of your hardware purchase.

* 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/go/cpc

HP Accidental Damage Protection G2 helps prevent expensive out-of-pocket repair or replacement costs caused by accidents that may occur during normal operation of computing products.



Enjoy total peace of mind when the unexpected happens

More than “just an insurance policy”, ADP is enhanced hardware protection that provides convenient offsite Pick Up & Return, or, depending upon location and service plan, Next Business Day Onsite* service.

Feature	ADP G2 delivery specifications
Key features	<ul style="list-style-type: none">• Coverage includes parts and labor• Available for up to 5 years• Standard business hours coverage• Remote problem diagnosis and support• Limited claims up to the value or replacement of the Notebook, All-in-One, Desktop or Tablet products
Service levels	<ul style="list-style-type: none">• Next Business Day Onsite*• Pick Up & Return• Next Business Day* Exchange• Next Business Day* Hardware Support for Travelers
Definition	<ul style="list-style-type: none">• Accidental damage from handling is defined as operational or mechanical failure caused by an accident from handling which occurs in the course of the normal intended use of the product.
Coverage	<ul style="list-style-type: none">• Coverage applies to unintentional spills in or on the unit, drops, falls and electrical surges that occur in the course of the normal intended use of the product• Does not cover cosmetic damage and/or other damage that doesn't affect the unit's functionality• Does not cover theft, loss, damages caused during shipment, normal wear and tear, consumables, intentional acts of damage, fire, or other exclusions specified by HP.
Customer benefits	<ul style="list-style-type: none">• Enhanced protection for hardware• Minimizes unplanned out-of-pocket repair costs• Reduces downtime, enhancing productivity

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Contact us today to learn more about HP Accidental Damage Protection G2 and other HP Care Pack Services at hp.com/go/computingservices

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