

# Which Accidental Damage Protection is right for you?



With HP Accidental Damage Protection, 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.

## Peace of mind

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

ADP Type	ADP (Gen2) Care Pack	1 ADP Claim Care Pack	ADP Custom Contract
<b>Offer overview</b>	Helps avoid repair or replacement costs due to mishaps that occur during normal operation of devices. Accidental damage includes liquid spills, drops, falls, collisions, electrical surges, or any unintentional breakage that renders the unit inoperable	An alternative ADP Care Pack offering that allows only 1 ADP claim for the coverage of the PC	An alternative ADP service that allows you to select additional options that provide flexibility for how you manage your devices.
<b>Claims</b>	Claims are limited up to the value of purchase price of the covered system or one replacement unit	HP will allow 1 ADP CLAIM for the covered PC only	Multiple options available for additional flexibility outside of our Care Pack options
<b>Coverage</b>	<ul style="list-style-type: none"> <li>• HP will repair (or replace) accidentally damaged notebooks or tablets</li> <li>• Can be serviced as Exchange, Pick Up &amp; Return (PUR) or Next Business Day (NBD) Onsite options</li> <li>• Can be purchased any time while in warranty but damage in existence at time of ADP purchase will not be covered</li> <li>• When bought AFTER hardware purchase/ deployment: this scenario is subject to audit. Units must be in good working condition and there is a 30 day waiting period before claims can be submitted</li> <li>• Not offered in Post Warranty Care Packs</li> </ul>	<ul style="list-style-type: none"> <li>• Once the 1 ADP CLAIM is filed, the ADP portion of the Care Pack <i>ENDS</i></li> <li>• The break/fix portion of the Care Pack remains for the duration of the Care Pack</li> <li>• Only offered as a Pick Up &amp; Return on notebooks (not available on tablets)</li> <li>• Not offered in Post Warranty Care Packs</li> <li>• The 1 ADP claim submission is one claim regardless of size. Claims as small as \$25 or as large as a screen replacement would count toward the 1 ADP claim</li> </ul>	<ul style="list-style-type: none"> <li>• Offered as Pick Up &amp; Return or Next Business Day Onsite</li> <li>• Additional options that are available include:                             <ul style="list-style-type: none"> <li>- Deductible options, \$50, \$75 and \$100</li> <li>- 2 ADP claims per PC</li> <li>- Aggregate Claim limits - flexibility by providing a pool of claims that can be utilized annually</li> <li>- Additional discounts for ensuring a case is included in the solution</li> </ul> </li> <li>• Customer MUST understand and agree to the terms of the contract to get the quoted price</li> <li>• Prices quoted for ADP Custom Contracts cannot be applied to ADP Care Pack offerings</li> </ul>
<b>Customer benefits</b>	<ul style="list-style-type: none"> <li>• Enhanced protection for hardware</li> <li>• Minimizes unplanned out-of-pocket repair costs</li> <li>• Reduces downtime enhancing productivity</li> </ul>	<ul style="list-style-type: none"> <li>• Allows for better IT budgetary planning</li> <li>• Good for customers that have a shorter IT refresh cycle</li> <li>• Better option for lower end products</li> <li>• Lower price point</li> </ul>	<ul style="list-style-type: none"> <li>• Flexibility for the way you manage your business</li> <li>• Additional options to complement our Care Pack business</li> </ul>

Contact us today to learn more about HP Accidental Damage Protection and other HP Care Pack Services at [hp.com/go/computingservices](http://hp.com/go/computingservices)

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](http://www.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.

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