

HP PC Services

Which Accidental Damage Protection is right for your school?



With Accidental Damage Protection, part of HP Care, your school devices are protected even when students spill liquid on their keyboards, experience a power surge, drop their notebooks, or incur other accidental PC damage. When the unexpected happens, don't worry—HP can help get your faculty and students back to work fast.

“Accidental Damage Protection isn't merely assured device protection—it helps reduce disruption to the learning process. Schools may consider some devices as 'disposable,' but it's the files stored on the device—the configurations and setups saved—that streamline work in the classroom and beyond. Having an ADP plan helps devices get repaired in a timely manner and get the academic user back to full productivity more quickly.”

- Elliott Levine, HP Distinguished Technologist in Education

Better Learning Outcomes

In today's education landscape, technology plays a key role in student achievement. When you protect your devices with Accidental Damage Protection (ADP), you're creating an optimal learning environment where students and faculty have access to the tools they need to succeed.



ADP Type	ADP (Gen2) Care Pack	1 ADP Claim Care Pack	ADP Custom Contract
Offer overview	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.
Claims	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
Coverage	<ul style="list-style-type: none"> • HP will repair (or replace) accidentally damaged notebooks or tablets • Can be serviced as Exchange, Pick Up & Return or Next Business Day Onsite options • Can be purchased any time while in warranty but damage in existence at time of ADP purchase will not be covered • 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 • Not offered in post-warranty Care Packs 	<ul style="list-style-type: none"> • Once the 1 ADP CLAIM is filed, the ADP portion of the Care Pack ENDS • The break/fix portion of the Care Pack remains for the duration of the Care Pack • Only offered as a Pick Up & Return on notebooks (not available on tablets) • Not offered in post-warranty Care Packs • 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 	<ul style="list-style-type: none"> • Offered as Pick Up & Return or Next Business Day Onsite • Additional options that are available include: <ul style="list-style-type: none"> – Deductible options \$50, \$75, and \$100 – 2 ADP claims per PC – Aggregate Claim limits—flexibility by providing a pool of claims that can be utilized annually – Additional discounts for ensuring a case is included in the solution • Customer MUST understand and agree to the terms of the contract to get the quoted price • Prices quoted for ADP Custom Contracts cannot be applied to ADP Care Pack offerings
Customer benefits	<ul style="list-style-type: none"> • Enhanced protection for your school's devices • Minimizes unplanned out-of-pocket repair costs • Reduces downtime, enhancing student and educator productivity 	<ul style="list-style-type: none"> • Allows for better IT budgetary planning • Good for schools with a shorter IT refresh cycle • Better option for lower-end products • Lower price point 	<ul style="list-style-type: none"> • Flexibility for the way you manage your school's devices • Additional options to complement our Care Pack Business

Contact us today to learn more about Accidental Damage Protection and other Care Pack services at hp.com/go/carepackservices

Service levels and response times for 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 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 limited warranty provided with your HP product.

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