Sales Brief

HP Next Business Day Support for Travelers Service

Value Proposition

HP Next Business Day Support for Travelers offers a worry-free, one-stop solution for repairing faulty units while customers are travelling internationally. This includes local language-support, remote problem diagnosis and Next Business Day Onsite[1] response times.

Who to sell to

- Senior executives who travel overseas frequently for work.
- Business professionals who work on the go across different countries.

Customer benefits

Get quick repairs while on business travel without the hassle of travelling to the visiting country's repair centre.

Experience prompt, reliable remedial services with Next Business Day Onsite response time in many countries[1].

Get English or local language remote problem diagnosis call support in visiting countries.

Protect your business reputation by having a contingency plan should your system fail at a critical time while abroad[2].

At a glance

Coverage	• Coverage includes parts and labour for up to 5 years. • Standard business hours coverage with Next Business Day Onsite Service[1]. • Repairs made with certified HP parts and services are available on HP Notebooks and Tablet PCs[3]. • Works in conjunction with the standard limited HP product warranty, and service duration is measured from your hardware purchase date.
Service levels	• English or local language telephone and onsite support in many countries[2]. • For issues that cannot be resolved through local remote support, an authorised HP representative will arrive at the visiting country site the next business day to resolve the issue.
Add-on options	• Add HP Accidental Damage Protection for protection against hefty repair or replacement costs resulting from accidental damage. • Add HP Defective Media Retention to keep defective hard drives for control over sensitive data.

[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 hp.com/go/carepack
[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.

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