



Next Business Day Hardware Support for Travelers

Care Pack, part of HP Care

Service benefits

- HP hardware support during your travel
- Convenient onsite support, where available
- Reliable response times
- Multinational geographic coverage

Service feature highlights

- Travel coverage: service available in more than 80 countries
- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Coverage window: standard business hours, standard business days
- Onsite response time: next business day, as locally available
- Notebook-only coverage (optional)
- Defective media retention service (optional; for eligible products only)
- Accidental damage protection (optional for eligible products only)

Service overview

Next Business Day Hardware Support for Travelers provides mobile computer users with a hardware support solution for their new HP portable product. This easy and convenient solution is available in all the countries/geographic locations listed [here](#). This service is available for selected HP – and Compaq – branded products and includes, as locally available, a next-business-day onsite response time (with local-language remote problem diagnosis in participating countries) in support of hardware problem resolution. Support is provided during the standard business hours and days of the local country/geographic location.

Specifications

Table 1. Service features

Feature	Delivery specifications
Travel coverage	<p>Travel coverage is available in major geographies of the world, with a list of countries/geographic locations that is extensive and expanding. A detailed list can be found here. This list provides information on the specific geographic availability of Next Business Day Hardware Support for Travelers, including accidental damage protection and defective media retention options. The listing of countries/geographic locations is subject to change without notice.</p> <p>It is recommended that the Customer validate travel coverage through this website prior to any departure.</p> <p>When the Customer is traveling in any of these locations and outside the country of original product purchase, HP will:</p> <ul style="list-style-type: none"> • Provide Customer with the HP Global Solution Center telephone number for the pertinent country/geographic location, which can be found here. • Accept calls in the country/geographic location of travel from the Customer or the internal help desk of the Customer's company • Diagnose to the hardware failure level • Arrange for next-business-day response service at the Customer's location in the participating country/geographic location, or delivery of a replacement part, as needed • Provide the parts required for repair according to the hardware specification, provided the localized parts are available in the location of travel
Remote problem diagnosis and support	<p>Once the customer has placed a service request via a designated HP support telephone number, HP will work with the Customer during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution.</p> <p>Upon experiencing a hardware problem outside the country of purchase, the Customer must first call HP for assistance during local business hours and business days at the local phone numbers, which can be found here</p>
Onsite hardware support	<p>For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.</p>

Onsite hardware support	In addition, HP may install available engineering improvements to help the Customer experience proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP.
Replacement parts and materials	HP will provide HP-supported replacement parts and materials needed to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. Customers who wish to retain replaced parts will be billed and required to pay the list price less any applicable discounts for the replacement part. Supplies and consumable parts are not supported and will not be provided as part of this service, standard warranty terms and conditions apply to supplies and consumable parts. Maximum supported lifetime/maximum usage: Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product quick specs, or technical product data sheet will not be provided, repaired, or replaced as part of this service.
Coverage window	The coverage window specifies the time during which the described services are delivered onsite or remotely. Service requests received outside this coverage window will be logged the next day for which the Customer has a service coverage window. The following coverage window is available for this service: <ul style="list-style-type: none">• Standard business hours, standard business days (9x5) – service is available between 8:00 am and 5:00 pm local time, Monday through Friday, excluding HP holidays (may vary by country and geographic location), or the applicable standard business hours and standard business days of the participating country/geographic location where the service is requested. All coverage windows are subject to local availability. Contact a local sales office for detailed information on service availability.
Onsite response time	Onsite response time specifies the period of time that begins when the initial service request has been received and logged with HP, and ends when the HP authorized representative arrives at the Customer's site, if this time falls within the specified coverage window. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. The following onsite response time is available for this service: Next business-day onsite response – An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been logged. Local restrictions, such as service travel areas with adjusted response times, may apply depending on the geographic location where the hardware support is requested. All response times are subject to local availability. Contact a local HP sales office for detailed information and service availability.

Specifications (optional)

Table 2. Optional service features

Feature	Delivery specifications
Accidental damage protection	<p>For eligible Covered Products, specific service levels may be offered with protection against accidental damage from handling. Where accidental damage protection applies, the Customer receives protection against accidental damage from handling to the Covered Product as part of this service.</p> <p>Accidental damage is defined as operational or mechanical failure caused by an accident from handling which occurs in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the "Service limitations" section.</p>
Defective media retention	<p>For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash Drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement, and the Customer remains fully responsible for the protection and privacy of the data residing on the defective Disk or SSD/Flash Drive.</p>

Coverage

This service provides coverage for eligible HP PC branded hardware products and HP-supported and supplied internal components such as memory and optical drives. This includes attached HP branded accessories purchased together and included in the original packaging of the main notebook or tablet product, such as mouse, keyboard, docking station, jacket, port replicator and AC power adapter.

HP Care Pack Services with this coverage limitation do not cover external HP Monitors.

The docking station or port replicator is covered within the country where the HP Care Pack was purchased, but is not covered outside the country of purchase.

Consumable items including, but not limited to, removable media, customer-replaceable batteries and tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. Batteries for mobile HP commercial PCs are covered for up to three years. Search for “Understanding Battery Warranties for Business Notebooks” on hp.com for more details.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

Customer responsibilities

In cases where the Customer does not act upon the Customer responsibilities as stated below, HP or an HP authorized service provider will not be obligated to deliver the services as described.

If applicable, the Customer or HP authorized representative must register the hardware product to be supported within 10 days of purchasing this service, using the registration instructions within each package, an email document, or another method as directed by HP. In the event a covered product changes location permanently, registration (or a proper adjustment to existing HP registration) must occur within 10 days of the change.

Upon HP request, the Customer will be required to support HP’s remote problem resolution efforts. The Customer will:

- Run any applicable customer-executable diagnostics prior to notifying HP of a malfunction in the hardware product
- Promptly notify HP of a malfunction in the hardware product
- Provide the serial number of the covered product
- Provide the local address and phone number
- Be present for the onsite service engineer or to receive the courier delivery of the parts
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Provide all information necessary for HP to deliver timely and professional remote support
- and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

In cases where Customer Self Repair parts are shipped to resolve a problem, the Customer is responsible for returning the defective part within a time period designated by HP. In the event HP does not receive the defective part within the designated time period or if the part is physically damaged upon receipt, the Customer will be required to pay a fee for the defective part, as determined by HP.

For Care Packs that include the accidental damage from handling service feature:

- It is the Customer's responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair. HP reserves the right to deny repair under this coverage program for damages to systems on which the incident has been reported more than 30 days after the incident date.
- The use of this coverage requires an explanation of where and when the accident occurred as well as a detailed description of the actual event and description of damage to the unit. Failure to provide this information will result in claim denial.
- If protective items such as covers, carrying cases, or pouches, etc., were provided or made available for use with the Covered Product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service.

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure
- Have an authorized representative present to retain defective Disk or SSD/Flash Drives, accept replacement Disk or SSD/Flash Drives, provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk or SSD/Flash Drives
- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk or SSD/Flash Drive is not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk or SSD/Flash Drive to HP and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such Disk or SSD/Flash Drive.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, other parts classified as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

HP reserves the right to remove the covered product from the Customer's location to make the repair.

HP requires that the Customer return the failed unit to the original country of purchase if any repair event, including accidental damage protection, would require replacement of the device. Whole unit replacement is not available outside the original country of purchase for this service. Travel coverage is limited to onsite and offsite repair of the original unit.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

The following activities are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- User-preventive maintenance

When the Customer is traveling outside the country of purchase, the described support services will be provided only if the country/geographic location where the service is requested and delivered is listed as a participating country/geographic location on a table accessible here. Services are not available under this agreement in countries/geographic locations other than those listed in that table. Service may, however, be provided at a lower service level at some additional locations not listed in that table.

If parts needed for the repair, especially specialized language-specific or country-specific parts, are not available, the Customer has the following options:

- Postpone the request for the service until the Customer has returned to the country where the product was originally purchased
- Accept the replacement of a defective foreign part with a local part (for example, English/American keyboard)

Specialized language-specific or country-specific parts such as non-international English keyboards, non-local-language keyboards, or certain localized power supply parts are not generally available when traveling internationally and are not covered under the terms of this agreement, except within the boundaries of the country of origin.

Services requested outside the original country of purchase are limited to the base unit only. Services for external monitors are provided only in the original country of purchase, if this additional coverage has been purchased. The docking station or port replicator is eligible for coverage within the host country where the Care Pack was purchased, but does not provide coverage when traveling outside the country of purchase.

Non-HP-branded options are excluded from this service.

Exclusions to the accidental damage from handling service feature option

Eligibility for purchase of the accidental damage protection service feature requires the product to be covered by a factory warranty or a warranty extension service with coverage

duration equal to or longer than the accidental damage protection service. The accidental damage protection service feature provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use.

Except for products where such damage is specifically identified as being covered under the HP limited warranty, the HP limited warranty does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; or corrosion
- Vandalism, fire, a vehicular or homeowner's accident, act of God (such as flood, natural disaster), or any other peril originating from outside the product.
- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism.
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including bio-hazardous or human or animal bodily fluids) materials, animal or insect damage or infestation.
- Operator negligence, misuse, mishandling.
- Improper electrical power supply, unauthorized repairs or attempts to repair, improper and unauthorized equipment modifications, attachments or installation, defective batteries, battery leakage, lack of manufacturer-specified maintenance (including the use of inappropriate cleansers).
- Error in product design, construction, programming, or instructions
- Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use, storage, and operation of the product in accordance with the manufacturer's specifications and owner's manual
- Theft, loss, mysterious disappearance, or misplacement
- Data loss or corruption; business interruptions
- Fraud (including, but not limited to, incorrect, misleading, erroneous or incomplete disclosure of how the equipment was damaged to the Customer's adjudicator, the servicer, or HP)
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the computer, including damage to case or cabinetry or other non-operating parts or components which does not affect the functionality of the Covered Product.
- Computer monitor screen imperfections including, but not limited to, 'burn-in' and missing pixels, caused by normal use and operation of the product
- Damage to product(s) whose serial numbers are removed or altered
- Damage or equipment failure that is covered by manufacturer's warranty, recall, or factory bulletins
- Damage caused during the Customer's shipment of the covered product to or from another location
- Damage to hardware, software, media, data, etc., stemming from causes including, but not limited to, viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code or proprietary data; any support, configuration, installation or reinstallation of any software or data; or use of damaged or defective media
- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the Care Pack; in addition, a 30-day waiting period must be observed for Care Packs purchased more than 30 days after the HW purchase before a claim can be filed with HP.
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection Care Pack
- Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein
- Intentional damage that results in a cracked or damaged computer display screen or damaged monitor
- Alteration or modification of the Covered Product in any way

- Unexplained or mysterious disappearance and any willful act to cause damage to the Covered Product
- Reckless, negligent, abusive, willful, or intentional conduct while handling or using the product. Abuse is defined as the intentional non-utilization of protective items during product use, or the treatment and use of the Covered Product(s) in a harmful, injurious, or offensive manner that may result in its damage, and any willful or intentional damage to the product.
- If protective items such as covers, carrying cases, or pouches, etc., were provided or made available for use with the Covered Product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service.
- Unit cracks or holes when the damage does not penetrate the outer case and/or reveal internal circuitry or sharp edges.
- Missing or broken keyboard caps not related to a covered accident (e.g., drop, liquid spill).

Limitations to the accidental damage from handling service feature option

The total amount that HP will pay for repairs or replacement made in connection with all claims for accidental damage from handling on any Covered Product shall not exceed the purchase price of that Covered Product excluding tax and shipping. In the event that HP, ITS AFFILIATES, SUPPLIERS, CONTRACTORS, RESELLERS, OR SERVICE PROVIDERS make repairs, which in the aggregate are equal to the purchase price of the Covered Product, or replace the Covered Product with a new, rebuilt, or refurbished product of equal or similar features and functionality, HP will have no further obligations under this Care Pack agreement regarding claims for accidental damage from handling for such Covered Product, but all other aspects of the Care Pack purchased will remain in effect unless specifically documented otherwise in the country of purchase. The cost of repair for any additional ADP claims will be charged on a time-and-materials basis.

WE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE.

HP reserves the right to physically audit your product and/or collaborate with the Customer to validate a claim submitted for accidental damage from handling.

HP may, at its sole discretion, elect to replace HP products in lieu of repairing them. The Covered Product becomes the property of HP and must be returned to HP (or HP designee) at HP expense. HP reserves the right to replace the product with a remanufactured or refurbished product. Technological advances may result in a replacement product with a lower selling price than the original product.

HP reserves the right to deny acceptance of requests to purchase the accidental damage from handling service feature at its sole discretion.

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk or eligible SSD/ Flash Drives replaced by HP due to malfunction. It does not apply to any exchange of Disk or SSD/ Flash Drives that have not failed.

Data retentive components that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not eligible for the defective media retention service feature option.

Defective media retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HP reserves the right

to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

Exclusions to the maintenance kit replacement service feature

Excluded from the maintenance kit replacement optional service feature are activities such as, but not limited to, the following:

- Any repair beyond the replacement of the maintenance kit; should the Customer's printer need any additional part replacements, there will be a separate charge for this service.
- Maintenance kits for HP printers can only be replaced by authorized HP technicians.

State/Territory-Specific Terms and Conditions

The terms provided below are specific to Support Services purchased in certain states within the United States. If you are not a permanent resident of the state identified in each paragraph below at the time you purchase the Support Service, and if the Support Service is not provided to you in that state, then you are not eligible for the additional rights and/or remedies below. Any conflict between the terms of the state-specific terms and conditions listed below, and the remainder of this Agreement will be governed by the applicable state-specific terms and conditions.

Alabama, Arkansas, California, Colorado, Hawaii, Maryland, Massachusetts, Minnesota, Missouri, New Jersey, New Mexico, New York, Nevada, South Carolina, Texas, Washington and Wyoming

If you cancel this Agreement pursuant to termination and cancellation provisions, and we do not refund the purchase price to you within thirty (30) days for California, New York and Washington residents; within forty-five (45) days for Alabama, Arkansas, Colorado, Hawaii, Maryland, Massachusetts, Minnesota, Missouri, New Jersey, Nevada, South Carolina, Texas and Wyoming residents; and within sixty (60) days for New Mexico residents, we are required to pay you a penalty of 10% per month for the unpaid amount that is owed to you. Your right to cancel and receive this penalty payment as described in this paragraph only applies to the original purchaser of this Agreement and may not be transferred or assigned to any other person.

Agreements purchased before August 1, 2019 (OBLIGOR STATUS)

Delaware, District of Columbia, Hawaii, Indiana, Iowa, Louisiana, Mississippi, Montana, Nebraska, New York, Ohio, Oklahoma, Oregon, Puerto Rico, Rhode Island, South Dakota Vermont

Our obligations under this agreement are covered by a reimbursement insurance policy provided by Illinois National Insurance Company, 500 W. Madison Street, 30th Floor, Chicago, IL 60601, telephone (800) 250-3819.

New York residents

Our obligations under this agreement are covered by a reimbursement insurance policy provided by New Hampshire Insurance Company, 175 Water Street, 18th Floor, New York, NY 10038, telephone (800) 250-3819.

Agreements purchased after August 1, 2019 (OBLIGOR STATUS)

Delaware, District of Columbia, Hawaii, Indiana, Iowa, Louisiana, Mississippi, Montana, Nebraska, New York, Ohio, Oklahoma, Oregon, Puerto Rico, Rhode Island, South Dakota Vermont

Our obligations under this Agreement are covered by a reimbursement insurance policy provided by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, telephone (866) 505-4048. If, within sixty (60) days after You request performance or payment under the terms of this Agreement, we fail to perform or make payment, we are no longer a going concern, or you are otherwise dissatisfied, you may request such performance or payment directly from the insurance company

Alabama Residents

If you cancel the Agreement pursuant to termination and cancellation provisions, (i) within thirty days of the date of purchase, but after a claim has been made, or (ii) after thirty days from date of original purchase, you will receive a refund of the unearned portion of the purchase price based on time expired, less a termination fee of \$25. If you cancel the Agreement pursuant to termination and cancellation provisions within thirty days of date of purchase, with no claim having been made,

you will receive a full refund of the purchase price. Any refund due to you under this paragraph or termination and cancellation provisions may be credited to any outstanding balance of your account, and the excess, if any, shall be refunded to the original purchaser.

California Residents

You may terminate this Agreement by sending a written notice to HP Inc. at the address stated in termination and cancellation provisions. If the termination is within 30 days of receipt of the contract, you will receive a full refund provided no claims have been made. If any claims have been made the refund will be less the amount of any claims paid or the cost of repairs made on your behalf. If the termination is after 30 days of receipt of the contract, you will receive a refund of the unearned portion of the purchase price based on time expired, less a cancellation charge of \$25 or 10% of the purchase price of the Agreement, whichever is less.

Notice: HP, Inc. is the Obligor for Accidental Damage service agreements sold in California under Service Contract Seller license number 2651.

Michigan Residents

If performance of the Support Services is interrupted because of a strike or work stoppage at our place of business, the effective period of this Agreement shall be extended for the period of the strike or work stoppage.

Nevada Residents

Once this HP Support Service Agreement has been in effect for at least seventy days, we may cancel this Agreement before the expiration of the agreed term only for one or more of the following reasons:

- a. You fail to pay an amount when due;
- b. You are convicted of a crime that results in additional service under this Agreement;
- c. We discover that you committed fraud or made a material misrepresentation in obtaining this Agreement or submitting a claim under this Agreement;
- d. We discover that you engaged in an act or omission, or violated a condition of this Agreement, after the date of this Agreement which substantially and materially increases the services due under this Agreement; or
- e. A material change in the nature or extent of the required service or repair which occurs after the effective date of this Agreement and which causes the required services or repairs under this Agreement to be substantially and materially increased beyond those contemplated at the time this Agreement first took effect.

If the original purchaser cancels this Agreement pursuant to termination and cancellation provisions (i) within thirty days of the date of purchase, but after a claim has been made, or (ii) after thirty days from date of purchase, the original purchaser will receive a refund of the unearned portion of the purchase price based on time expired. If the original purchaser cancels the Agreement pursuant to termination and cancellation provisions within thirty days of date of purchase, with no claims having been made, the original purchaser will receive a full refund of the purchase price. Any refund due to the original purchaser under this paragraph or termination and cancellation provisions may be credited to any of the original purchaser's outstanding balances, and the excess, if any, shall be refunded to the original purchaser.

Any unresolved complaints concerning this Agreement may be addressed to: the Nevada Division of Insurance, telephone (888) 872-3234, or online at doi.nv.gov

New Hampshire Residents

In the event you do not receive satisfaction under this Agreement, you may contact the New Hampshire Insurance Department, by mail at State of New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord NH 03301, or by telephone, via Consumer Assistance, at 800-852-3416.

New Mexico Residents

Once this Agreement has been in effect for at least seventy days, we may cancel this Agreement before the expiration of the agreed term only for one or more of the following reasons:

- a. You fail to pay an amount when due;
- b. You are convicted of a crime that results in additional service under this Agreement;
- c. We discover that you committed fraud or made a material misrepresentation in obtaining this Agreement or submitting a claim under this Agreement;
- d. We discover that you engaged in an act or omission, or violated a condition of this Agreement, after the date of this Agreement which substantially and materially increases the Support Services due under this Agreement; or
- e. A material change in the nature or extent of the required Support Service or repair which occurs after the effective date of this Agreement and which causes the required Support Services or repairs under this Agreement to be substantially and materially increased beyond those contemplated at the time this Agreement first took effect.

Ohio Residents

If you purchased Accidental Damage Protection in connection with this Agreement, Our obligations are covered by a reimbursement insurance policy. If we fail to perform or make payment under the terms of this Agreement within sixty (60) days after You request performance or payment, You may request such performance or payment directly from *Wesco Insurance Company at 59 Maiden Lane, 43rd Floor, New York, NY 10038, Telephone Number (866) 505-4048.*

Oregon Residents

Any civil action brought in connection with this Agreement does not have to be brought in the courts of the State of California. In the event you do not receive satisfaction under this Agreement, you may contact the Oregon Insurance Division, by mail at Department of Consumer and Business Services, Insurance Division, 350 Winter St NE, Salem OR 97301-3883, or by telephone at 888-877-4894.

South Carolina Residents

If you have any questions regarding this Agreement, or a complaint against the Provider, you may contact the South Carolina Department of Insurance, 1201 Main St. Ste. 1000, Columbia, SC 29201 or Post Office Box 100105, Columbia, SC 29202-3105, or (800) 768-3467. **This is not an insurance contract.**

Tennessee Residents

The term of this Agreement shall be extended as follows: (1) the number of days you are deprived of the use of the product because the product is in repair; plus two (2) additional workdays.

Texas Residents

Any unresolved complaints concerning this Agreement may be addressed to: the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711-2157, telephone (512) 463-6599 or (800) 803-9202 (within Texas).

Notice: HP, Inc. is the Obligor for Accidental Damage service agreements sold in Texas under Service Contract Seller license number 373.

Wyoming Residents

The laws of the State of Wyoming will govern any disputes arising out of this Agreement and any civil action may be brought in the courts of the State of Wyoming.

Termination and Cancellation

You may terminate this Agreement by notifying us in writing at HP Inc. located at 1501 Page Mill Road, Palo Alto, CA 94304 within 30 days of purchase to receive a full refund; less any claims paid or the cost of repairs made on your behalf. After 30 days, you may terminate the Agreement by submitting a cancellation in writing to the above address. You will receive a pro rata refund based on the time expired less the cost of any claims paid or the cost of repairs made on your behalf. We may terminate at any time after the effective date of this Agreement if you fail to perform or observe any condition of this Agreement. Notice of our cancellation will be in writing and given at least thirty (30) days prior to cancellation. If we cancel, you will receive a pro rata refund based on the time expired under the Agreement. Full refunds for prepaid Support Services are available from the place of purchase only if you cancel within thirty days of receipt of the Agreement and a claim has not been made under this Agreement. Varying cancellation and refund terms may apply to you; please see State Specific Terms and Conditions above.

Service eligibility

Travel coverage, as specified in table 1, in countries/geographic locations other than the original country of purchase is restricted to travel periods and is not valid for permanent deployment in another region.

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

Distance from HP designated support hub	Onsite response time
0-100 miles (0-160 km)	Next business day*
101-200 miles (161-320km)	1 additional business day*
201-300 miles (321-480km)	2 additional business days*
Beyond 300 miles (480 km)	Established at time of order and subject to resource Availability*

For more information
hp.com/go/pcandprintservices

To contact the HP Global Solution Centers for technical support,
please visit
http://welcome.hp.com/country/us/en/wwcontact_us.html

*Travel zone definitions and corresponding response times vary in participating countries/geographic locations. Contact the local sales office for details on travel zones and modified response times.

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

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.

© Copyright 2018 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty or condition, express or implied, in fact or in law. HP shall not be liable for technical or editorial errors or omissions contained herein.

5981-6650ENUS, August 2019, Rev. 11

