



Carepack Options

Accidental Damage Protection Insurance

All Laptops Come With Standard 'Onsite' 12 Month Warranty

'Onsite' means our HP Technicians will come an address of your choice with parts & labour to fix your device

HP Laptop	Damage Claims	Warranty Claims	Duration	Excess Fee	Price
HP 240, 245	1 Claim	Unlimited Claims	3 Years	\$0	\$136.00
HP 240, 245	3 Claims	Unlimited Claims	3 Years	\$0	\$270.00
HP ProBook 435, 440, 445, 450	1 Claim	Unlimited Claims	3 Years	\$0	\$136.00
HP ProBook 435, 440, 445, 450	3 Claims	Unlimited Claims	3 Years	\$0	\$270.00
HP EliteBook Series	3 Claims	Unlimited Claims	3 Years	\$0	\$199.00

What is Accidental Damage Protection (ADP) Insurance?

- Accidental Damage Protection covers non-intentional liquid spills in or on the unit, drops, falls, collisions, and electrical surges as well as damaged or broken LCD displays. It does not cover theft, loss, normal wear, consumables, and intentional acts of damage.
- The service also covers all labour, parts and materials required to return your covered hardware in operating condition, or replacement of the device if it cannot be repaired (*T&C's apply).
- Recent law change forbids the purchase of ADP until a period of 4 days has elapsed, we will email you purchase instructions after this cooling off period.
- To get more information click the link: <https://h20195.www2.hp.com/v2/GetDocument.aspx?docname=4AA5-6385EEAU>

How To Purchase ADP Insurance?

Recent law change forbids the purchase of ADP until a period of 4 days has elapsed.

1. Once you have received your new laptop and have your Serial Number ready
2. Head along to our log in page: www.hp.com.au/byod
3. Use log in code: **qldcarepack**
4. Select your Carepack, proceed to check out, enter your Serial Number & pay!

Need Assistance Please Call Your Friendly Dedicated HP BYOD Team?

Darryl - Ph: 0450 629 359, Email: darryl.morgan@hp.com

Jane - Ph: 0410 853 724, Email: jane.burgess@hp.com