



HP Accidental Damage Protection

Accidental damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge. This includes damaged or broken liquid crystal displays (LCDs), or broken parts.

For HP business notebook products, **major parts replacement is limited to three major parts per product per 12-month period** commencing from the Care Pack start date. For accidental damage protection coverage, major parts include but are not limited to the screen (LCD), DVD/CD-ROM drive, motherboard, processor, hard disk drive, and memory. **Once the specified limit is reached, the cost of repair for a major part will be charged on a time-and-materials basis.** These charges range from \$300 to \$1000 depending on the item needing repair.

Accidental damage protection **does not cover** theft, loss, fires, damage caused by a vehicle accident or act of God, normal wear, consumables, intentional acts of damage, or other exclusions, as detailed in the "Service limitations" section. Major parts replacement is subject to certain limitations as detailed in the "Service limitations" section.



HP Accidental Damage Protection Exclusions

Exclusions to the HP Accidental Damage Protection Service - Does not cover

- Damage caused by failure to adhere to manufacturer's recommended maintenance or operating specifications
- Damage due to war or nuclear incident, fire, terrorism, vehicle accident, or act of God, unauthorised attempts to repair the product, or use of damaged or defective media
- Data loss or corruption; business interruptions; obsolescence; cosmetic damage; rust; change in colour, texture, or finish; wear and tear; gradual deterioration
- Error in product design, construction, programming, or instructions
- Fraud, theft, unexplained or mysterious disappearance, misuse, abuse, or wilful act
- Alteration or modification of the product in any way