HP Care Pack Central Search Result

**HP Care Pack Services Simplify, Save and Protect** Care Pack Offerings let you concentrate on core activity by delivering a strong portfolio of services to protect your IT business by safeguarding digital assets and confidential information with global consistency.

**Date** Sep 1, 2016  
**Product Number** U1PU3E  
**Product Name** HP 2 year Pickup and Return Hardware Support w/Accidental Damage Protection-G2 for Notebooks  
**Country** US

**Overview**
Pickup and Return Service with Accidental Damage Protection offers high-quality return-to-HP service levels with remote telephone support and offsite repair for eligible products at an HP designated repair center. The service includes pickup, offsite repair, materials and parts, labor, and return shipping costs. Plus, accidental damage protection covers spills, drops, falls and more.

**Benefits**
- **Enjoy door-to-door service:** HP provides door-to-door service that includes pickup, repair of the defective product, and return of the operational product.
- **Reduce your costs:** For products in non-critical environments, Pickup and Return Service offers a reliable, lower-cost alternative to onsite support.
- **Get high-quality support:** HP’s expert technicians have the tools and resources to repair your equipment properly.
- **Protect against accidents:** Accidents happen. In the event that peril finds your PC, don’t worry - accidental damage protection covers spills, drops, falls and more.

**Features**
- Remote problem diagnosis and telephone support
- Prepaid shipment to HP repair center
- 3-5 business day offsite repair[1]
- Prepaid return shipment
- Accidental Damage Protection

**Specifications**
**Service Type** Pickup and return
<table>
<thead>
<tr>
<th>Eligible Options</th>
<th>Accidental damage protection</th>
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</thead>
<tbody>
<tr>
<td>Duration</td>
<td>2 years</td>
</tr>
<tr>
<td>Response time</td>
<td>Repaired within 3-7 business days</td>
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<tr>
<td>Coverage window</td>
<td>Standard workdays - 9 hours</td>
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<tr>
<td>Place of service</td>
<td>Offsite</td>
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<tr>
<td>Service method</td>
<td>Depot repair</td>
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<tr>
<td>Logistics options</td>
<td>Courier pick up and return</td>
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<tr>
<td>Warranty coverage</td>
<td>In warranty</td>
</tr>
<tr>
<td>Care Pack type</td>
<td>Electronic</td>
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**Note:** The HP Care Pack Services shown as a result of your selections are to be used as a guide only and do not constitute any guarantee that those HP Care Pack Services are valid against the type of product selected. In order to guarantee accurate HP Care Pack Services, please return to the front page, ensure that the country you have selected is correct, and enter a specific hardware or software product number or serial number for which to find HP Care Pack Services.

Learn more at [www.hp.com/go/cpc](http://www.hp.com/go/cpc)

**Extended Service Plans** enable customers to extend service coverage beyond the base warranty period and are available in one-year increments for durations of one to five years.

**Enhanced Service Plans** complement Extended Service Plans and provide options for faster PC repairs to help minimize business disruption. Customers can choose from a variety of support options that suit their unique business requirements, including same day and next business day onsite services, next business day exchange, pickup and return and offsite return service.

**Protection Services** safeguard customers' hardware investment against accidental damages, loss of equipment, or loss of sensitive data.

**With Accidental Damage Protection (ADP)** customers can avoid out-of-pocket repair or replacement costs caused by accidents. This optional service can be offered in combination with onsite or offsite support.

**PC Tracking & Recovery** also known as Computrace, helps customers track and recover stolen or lost devices, and makes it possible to delete data remotely to protect confidential information.

**Defective Media Retention (DMR)** provides a replacement drive and allows customers to keep their malfunctioning drive that contains their sensitive data. This is not a standalone service; it can be combined with onsite or offsite support.

**Data Recovery Service (DRS)** is a prearranged, low-cost, and reliable solution that can help customers recover data lost due to mechanical failure, malware, human error, or operating system error.

**Value Added Services** cater to specific needs of customer segments such as frequent business travelers. These services enable IT resources to stay focused on their core tasks and priorities, while we manage services, such as Installation and Next Business Day Hardware Support for Travelers.
Defective Media Retention (DMR) provides a replacement drive and allows customers to keep their malfunctioning drive that contains their sensitive data. This is not a standalone service; it can be combined with onsite or offsite support.

See HP Care Pack Data Sheet and terms and conditions for complete details.