



HP Services Promise

The HP Services Promise allows you to Receive a 100% rebate on eligible, unused personal systems Care Pack Services



HP SERVICES
PROMISE

For Eligible PC Care Packs
purchased: May 1, 2024 –
October 31, 2024

Resources and tools:

Website (with redemption form
and Terms & Conditions)

[www.hp.com/go/services-
promise](http://www.hp.com/go/services-promise)

Email

focus.crc@hp.com

Refer customers to the rebate
redemption form for full terms.



HP Care Pack

The HP Services Promise is a program that delivers on the HP strategy to "unleash the power of every employee" by:

- Keeping you productive
- Protecting your investments
- Maximizing the dollars that you spend with HP

HP is delivering on the Promise by providing TSIA recognized, industry leading services that keep your devices up and running, while keeping your employees productive. We also understand that you need assurance that you are getting the right return on your investments, so we are introducing the HP Services Promise.

Our Promise to you is if you purchase an HP Care Pack and you do not receive service on the device during the life of the purchased Care Pack, then you can claim a rebate for the full cost paid for the Care Pack.*

It's our HP Services Promise!

How it works

How it works

Purchase

Eligible PC Care Pack services during the specified promotional period from an authorized HP reseller or direct from HP.

Submit

- A completed claim form that is received within 30 days after expiration of the Care Pack service.
- A copy of each original invoice/receipt for the hardware product with the Care Pack service Certificate for the eligible Care Pack service. Please circle the purchase price of the Care Pack service. The name on the invoice must match the name on the claim form.

Receive

Please allow 6-8 weeks from the time the claim is received by HP to receive your rebate check. If terms and conditions are not met, the rebate will not be sent. HP is not responsible for any claims lost, damaged or delayed in transit. Rebate checks are void if they're not cashed within 90 days of issuance and cannot be reissued.

Eligibility

- Services Promise PC Care Packs must be sold and registered within 365 days of the original hardware purchase date.
- If the Care Pack was purchased through a partner, please confirm with your partner that the Care Pack has been registered.
- Care Pack will backdate to base warranty start date.

If the Care Pack was purchased directly from HP, please call 1-800-504-2007 or visit to register your Care Pack.

http://h71036.www7.hp.com/hho/cache/561387-0-0-225-121.html?jumpid=ex_r602_go/hpcarepack/register

- The hardware in question must not have had a service event for the life of the Care Pack. For this offer, a service event will have occurred if HP either sends parts, a replacement or a person onsite to the customer, or if the unit is transported to an HP repair depot during the life of the Care Pack service. A phone call or phone Support will not negate eligibility for the rebate.

Email to focus.crc@hp.com

The rules

- Offer not valid with other HP offers unless otherwise specified by those offers.
- Maximum of two-hundred and fifty (250) rebates per customer per six-month program time period.
- HP Resellers cannot claim this rebate on behalf of customers. The offer is applicable in the US and Canada only.

Rebate timeframe

Eligible PC Care Packs for Notebooks, desktops, and workstations, purchased between May 1 - October 31, 2024



What PC products are eligible?

HP Care
skus for
hardware
below G10

U9BA7E	HP 3 Year Next Business Day Onsite NB HW Support
UK703E	HP 3 Year Next Business Day Onsite NB HW Support
UK726E	HP 3 Year Next Business Day Onsite ADP NB HW Support
U4391E	HP 3 Year Next Business Day Onsite NB HW Support
UC282E	HP 3 Year Next Business Day Onsite ADP NB HW Support
U4414E	HP 3 Year Next Business Day Onsite NB HW Support
UC279E	HP 3 Year Next Business Day Onsite ADP NB HW Support
U7860E	HP 4 Year Next Business Day Onsite NB HW Support
U7861E	HP 5 Year Next Business Day Onsite NB HW Support
UA6G9E	HP 3 Year Next Business Day Onsite NB HW Support
UA6Z1E	HP 3 Year Next Business Day Onsite NB HW Support
U02BQE	HP 3 Year Next Business Day Onsite NB HW Support
U17XBE	HP 3 Year Active Care Next Business Day Response Onsite Notebook Hardware Support
U18KTE	HP 3 Year Active Care Next Business Day Onsite NB HW Support
UB0E1E	HP 4 Year Next Business Day Onsite NB HW Support
UQ992E	HP 3 Year Next Business Day Onsite NB HW Support
U02KTE	HP 3 Year Active Care Next Business Day Onsite NB HW Support
U18J2E	HP 3 Year Active Care Next Business Day Onsite NB HW Support
UA6A7E	HP 3 Year Next Business Day Onsite ADP NB HW Support
UB0E4E	HP 3 Year Next Business Day Onsite ADP NB HW Support
UD0P8E	HP 3 Year Next Business Day Onsite ADP NB HW Support
U02KSE	HP 3 Year Active Care Next Business Day Onsite NB HW Support
U17YWE	HP 3 Year Active Care Next Business Day Onsite NB HW Support
UA6A1E	HP 3 Year Next Business Day Onsite NB HW Support
UA6H1E	HP 5 Year Next Business Day Onsite NB HW Support
UB0E0E	HP 3 Year Next Business Day Onsite NB HW Support
UD0P2E	HP 3 Year Next Business Day Onsite NB HW Support
U02BSE	HP 5 Year Next Business Day Onsite NB HW Support
UB5E1E	HP 5 Year Next Business Day Onsite NB HW Support
U02KRE	HP 3 Year Active Care Next Business Day Onsite NB HW Support
U22N6E	HP 3 Year Active Care Next Business Day Onsite NB HW Support
UA6H0E	HP 4 Year Next Business Day Onsite NB HW Support
U02BRE	HP 4 Year Next Business Day Onsite NB HW Support
UD0N7E	HP 3 Year Next Business Day Onsite ADP NB HW Support
U09XDE	HP 3 Year Active Care Next Business Day Onsite NB HW Support
U18LSE	HP 3 Year Next Business Day Onsite with Active Care NB SVC
U18L6E	HP 3 Year Active Care Next Business Day Onsite NB HW Support
U67HVE	HP 3y Next Business Day Onsite RPOS HW Support
U67JGE	HP 4y Next Business Day Onsite RPOS HW Support
U67K3E	HP 5y Next Business Day Onsite RPOS HW Support

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What PC products are eligible?

HP Care
skus for
hardware
below G10

(Continued)

U17XRE	HP 3 Year Active Care Next Business Day Onsite NB HW Support
UC9A0E	HP 3 Year Next Business Day Onsite NB HW Support
U02BVE	HP 3 Year Next Business Day Onsite ADP NB HW Support
UA6Z7E	HP 3 Year Next Business Day Onsite ADP NB HW Support
UA6H3E	HP 3 Year Next Business Day Onsite ADP NB HW Support
UA6E1E	HP 3 Year Pickup and Return NB HW Support
U1G37E	HP 4 year Next Business Day Response Onsite Workstation Hardware Support
U1G39E	HP 5 year Next Business Day Response Onsite Workstation Hardware Support
U22KBE	HP 4 year Active Care Next Business Day Response Onsite Workstation Hardware Support
U22KCE	HP 5 year Active Care Next Business Day Response Onsite Workstation Hardware Support
UE343E	HP 4 year Next Business Day Response Onsite w/Defective Media Retention WS HW Support
U7944E	HP 5 year Next Business Day Response Onsite Workstation Hardware Support



What PC products are eligible?

HP Care skus for G11 hardware units

Essential/Premium/Premium+	
U86DVE	HP 3 Year Premium Onsite NB
U86DYE	HP 3 Year Premium Onsite ADP NB
U85BQE	HP 3 Year Premium Onsite NB
U85BTE	HP 3 Year Premium Onsite ADP NB
U85DSE	HP 3 Year Premium Onsite NB
U85DWE	HP 3 Year Premium Onsite ADP NB
U85DTE	HP 4 Year Premium Onsite NB
U85DVE	HP 5 Year Premium Onsite NB
U85JLE	HP 3 Year Premium Onsite NB
U80MME	HP 3 Year Premium Onsite NB
U85RZE	HP 3 Year Premium Onsite MWS
U86BME	HP 3 Year Premium+ Onsite MWS
U85ZFE	HP 3 Year Premium+ Onsite NB
U84 YearZE	HP 4 Year Premium Onsite NB
U85RLE	HP 3 Year Essential Offsite ADP MWS
U85RLE	HP 3 Year Essential Offsite ADP MWS
U85VYE	HP 3 Year Premium+ Onsite NB
U85 YearRE	HP 3 Year Premium+ Onsite NB
U85GME	HP 3 Year Premium Onsite ADP NB
U84Z1E	HP 3 Year Premium Onsite ADP NB
U85QVE	HP 3 Year Premium Onsite ADP MWS
U85V7E	HP 3 Year Premium+ Onsite NB
U85 Year1E	HP 3 Year Premium+ Onsite NB
U85GJE	HP 3 Year Premium Onsite NB
U85JNE	HP 5 Year Premium Onsite NB
U76MBE	HP 3 Year Premium Onsite NB
U85QTE	HP 3 Year Premium Onsite MWS
U85SHE	HP 5 Year Premium Onsite MWS
U85N1E	HP 5 Year Premium Onsite NB
U85XBE	HP 3 Year Premium+ Onsite NB
U85JME	HP 4 Year Premium Onsite NB
U85QFE	HP 3 Year Essential Offsite ADP MWS
U85S7E	HP 4 Year Premium Onsite MWS
U85WME	HP 3 Year Premium+ Onsite NB
U86A4E	HP 3 Year Premium+ Onsite NB
U86CME	HP 3 Year Premium+ Onsite MWS
U85S0E	HP 3 Year Premium Onsite ADP MWS
U80MRE	HP 3 Year Premium Onsite ADP NB
U85JQE	HP 3 Year Premium Onsite ADP NB

HP Care skus for G10 hardware units

U60ZBE	HP 3 Year Onsite Care MWS Hardware Support
U61B6E	HP 3 Year Onsite Care w/ADP MWS HW Support
U60ZJE	HP 3 Year Onsite Care w/DMR/Travel HW Support
U60ZDE	HP 3 Year Onsite Care w/DMR MWS HW Support
U61B5E	HP 3 Year Onsite Care MWS Hardware Support
U60ZCE	HP 3 Year Onsite Care w/ADP MWS HW Support
U17XVE	HP 3 Year Active Care Next Business Day ONS ADP NB HW Support
U61B7E	HP 3 Year Onsite Care w/DMR MWS HW Support
U60YZE	HP 3 Year Care w/ADP MWS Hardware Support
U60ZLE	HP 4 Year Onsite Care MWS Hardware Support
U61BGE	HP 4 Year Onsite Care w/ADP MWS HW Support
U61BFE	HP 4 Year Onsite Care MWS Hardware Support
U60YYE	HP 3 Year Care MWS Hardware Support
U61B9E	HP 3 Year Onsite Care w/ADP/DMR MWS HW Support
U17XRE	HP 3 Year Active Care Next Business Day Onsite NB HW Support
U17XSE	HP 4 Year Active Care Next Business Day Onsite NB HW Support
U61A7E	HP 4 Year Care MWS Hardware Support
U61BVE	HP 5 Year Onsite Care w/ADP/DMR MWS HW Support
U17XFE	HP 3 Year Active Care Next Business Day ONS ADP NB HW Support
U60NZE	HP 4 Year onsite Care MWS Sol Support
U60ZFE	HP 3 Year Onsite Care w/Travel MWS HW Support
U17XBE	HP 3 Year Active Care Next Business Day Onsite NB HW Support
U17XWE	HP 4 Year Active Care Next Business Day ONS ADP NB HW Support

Service levels and response times for Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. 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.

To learn more about HP's privacy practices, please visit www.hp.com/privacy.

General Terms and Conditions: Offer good on purchases made between November 1, 2023 - April 30, 2024. Product(s) purchased before or after these dates are not eligible for this offer. Both the Care Pack and the hardware/product must be purchased within the promotional period. Purchase date is determined by invoice or receipt date. Offer not valid with other HP offers unless otherwise specified by those offers. Offer not valid on refurbished HP products. Offer is limited to product on hand and NO substitutions with other products are eligible. Keep copies of materials submitted: originals become HP property and will not be returned. Please allow 6 to 8 weeks for receipt of check. HP reserves the right to request additional information regarding this claim. False information disqualifies this claim, making it subject to review under U.S. Postal Regulations or Canadian Law. Violators may be prosecuted. Only purchases made by an end-user customer or a commercial business from an authorized HP reseller or HP in the United States, Canada and their territories are valid. Purchases by HP resellers and internal HP orders are ineligible. Offer void where prohibited, taxed or restricted by law. HP reserves the right to change, modify or cancel the offer without notice.

If you have any questions regarding this offer, please call 1-800-504-2007 Monday through Friday between 9 am to 4 pm MST. Limit 250 PC Care Pack rebates per customer, per time period.

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