

# Risk-Free Care Pack Rebate



## Flyer and Claim Form

### For select HP Notebooks and Desktops

HP Care Pack Services Risk-Free rebate allows you to claim a rebate for the price paid for the Care Pack if no service event occurred after the purchase date of the Care Pack.\*

Note: Please refer to your Risk-Free rebate form at time of purchase as the program conditions may have changed.

Updated as of January 1, 2023

### How it works

#### 1. Purchase

Eligible Care Pack Services during promotional period from HP. Care Pack must be purchased within 1 year of the purchase date of the HP device that it covers.

#### 2. Submit

- A completed copy of the original claim form **within 90 days after expiration of the HP Care Pack Service**.
- A copy of each original invoice/receipt or "HP Care Pack Services - Receipt for Payment." The name on the invoice must match the name on the claim form.

#### 3. Receive

Please allow 6-8 weeks from the time the completed claim is received by HP for processing. You will receive your rebate check to the address on the claim form by mail in 8-10 business days after the claim is processed. Does not include sales or similar taxes. If terms and conditions are not met, rebate will not be sent. HP is not responsible for any claims lost, damaged, or delayed in transit. Rebate payments are void if not cashed within 90 days of issuance and cannot be reissued.

### Eligibility

The eligible products must not have had a service event from the purchase date of the care pack until the end of the Care pack coverage period. A service event will have occurred if HP either sends parts, a replacement or a person onsite to the customer or if the product is transported to an HP repair depot. A phone call, phone support, or chat support is not a service event. Maximum ten (10) rebates per customer, business address, location and/or household not to exceed \$3500 in the currency purchased. Care Pack must be purchased within 12 months of the purchase date of the device that it covers. This offer is only applicable for HP PC Care Packs purchased within the US and Canada.

### Who to contact

To submit rebate (English and French): [focus.crc@hp.com](mailto:focus.crc@hp.com)

For rebate questions (English): [focus.crc@hp.com](mailto:focus.crc@hp.com)

For rebate questions (French): [canadastore@hp.com](mailto:canadastore@hp.com)

To get invoice/receipt: 888-999-4747 (options 1, 3, 2)

### What Care Packs are eligible?

**Laptops and Desktops purchased through [store.hp.com](http://store.hp.com) in the United States and Canada.**

The following SKU's are eligible to participate in the promotion:

#### In the US

U9ED5A	U9XB2E	UA4R7E	U9XA7E
U9ED6A	U9YP7E	UA4S0E	U9XB1E
U9ED9A	U9YQ1E	UA4S3E	U9XB5E
U9EE0A	U9YQ5E	UA4S6E	U9YQ0E
U9EE3A	U9YQ9E	UA5R9E	U9YQ4E
U9EE4A	U9YR3E	UA5S2E	U9YQ8E
UJ217A	U9YR7E	UA5S5E	U9YR2E
UA055A	U9YS1E	UA5S8E	U9YR6E
UM923A	U9YS5E	UA5T1E	U9YS0E
U9KV2A	U9YS9E	UA5T4E	U9YS4E
UN012A	U9YT3E	UA5T7E	U9YS8E
UN015A	U9YT7E	UA5U0E	U9YT2E
UN013A	U9YU1E	UA5U3E	U9YT6E
UN016A	UA1C8E	UA5U6E	U9YU0E
UN017A	UA1D2E	UA5U9E	U9YU4E
U1PS3A	UA1D6E	UA5V2E	UA1D1E
U1PS6A	UA1L0E	UA5V5E	UA1D5E
U9WY8E	UA1L4E	UA5V8E	UA1K9E
U9WZ2E	UA1N8E	U9WY7E	UA1L3E
U9WZ6E	UA1P2E	U9WZ1E	UA1L7E
U9XA0E	UA1P6E	U9WZ5E	UA1P1E
U9XA4E	UA4R1E	U9WZ9E	UA1P5E
U9XA8E	UA4R4E	U9XA3E	UA4R0E

#### In Canada

UC994E	U7C97E	U1PS3E
U4812E	U1PS6E	

**Laptops and Desktops purchased through HP Customer Support**

All 3 Year Care Packs for Notebooks and Desktops beginning with these 3 digits as the Agreement Type: 002, 012, 014, 22W, 137, and 175

### Submission Checklist

Refer to the checklist to ensure your claim is complete and to minimize any unwanted delays:

- The Care Pack is an eligible SKU or Agreement Type
- Invoice or Receipt showing the payment amount is included
- Personal details on the Claim Form are accurate
- Hardware Serial Number is legible and accurate
- Care Pack product number or agreement number is included

Once the completed Claim Form and supporting documentation are sent to [focus.crc@hp.com](mailto:focus.crc@hp.com), please wait for a confirmation email that your documents have been received and no additional information is needed, and the team will begin processing.

# Please fill in the following

Limit ten (10) rebates/max \$3500 in the currency purchased per customer, business address, location and/or household. A street address is required to receive your rebate and no refunds will be made to a PO Box. This mail in rebate is only valid for end customers (no resellers). Allow 6 to 8 weeks from the time that the claim is received by HP for processing. Then you will receive your rebate check by mail within 8-10 business days.

## I have read, understand and agree to the terms and conditions for this HP Care Pack Rebate Offer #C101 for purchases in the United States and #C102 for purchases in Canada.

Customer signature

Date

First name

Last name

Street address (No PO boxes)

City

State or Province

ZIP or Postal Code

Phone

E-mail address

Serial Number(s) of hardware the HP Care Pack Services were registered to and the SKU or product number of the HP Care Pack Services purchased:

**Serial Number:** The product serial number can be found on the back or bottom of your HP product.

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Service levels and response times for HP 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](http://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.

General Terms and Conditions: Offer good on purchases of PC HP Care Packs through HPshopping.com and HP Support in the United States and Canada starting May 1, 2017. Care Pack must be purchased within 1 year of the purchase date of the device that it covers. The original claim form must be received within 90 days after expiration of the HP Care Pack Service. HP Care Packs purchased before or after these dates are not eligible for this offer. Purchase date is determined by invoice 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 payment. 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 applicable local laws. Violators may be prosecuted.

Only HP PC Care Pack purchases made by an end-user customer from HP in the United States and Canada. Purchases by HP resellers are ineligible. Offer void where prohibited, taxed or restricted by law. Rebate payments do not include sales or similar taxes. Limit ten (10) rebates per customer, business address, location and/or household not to exceed \$3500 in currency used at time of purchase.

To learn more about HP's privacy practices in Canada, please visit: <http://www8.hp.com/ca/en/privacy/privacy.html>

To learn more about HP's privacy practices in the United States, please visit: <http://www8.hp.com/us/en/privacy/privacy.html>

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version 1.5 c08776297 October 2023

