

Hardware Support for Travelers

Participating country/geographic location list



Hardware Support for Travelers provides mobile computer users with a hardware support solution for their new HP portable product.

This service is available for select HP branded products and includes local language remote problem diagnosis and, as locally available, a next-business-day onsite response time in the Tier 1 participating countries/geographic locations listed below.

Support is provided during the local countries/geographic locations standard office hours and days.

Please refer to the service data sheet for the detailed service description.

To contact the local HP Solution Centers for technical support, please visit welcome.hp.com/country/us/en/wwcontact_us

Tier 1 participating countries/geographic locations

Next-business-day onsite support is available in specified local travel zones. Accidental Damage Protection (ADP) and Defective Media Retention (DMR) optional services also offered where noted.

Travel Offsite Support, Pickup & Return Service and Return to Depot Service are not sold in all geographic regions, but are supported in the countries listed below.

Africa

Morocco	Nigeria	Republic of South Africa
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Optional Services: ADP and DMR are offered in all countries listed.

Americas

Antigua and Barbuda	British Virgin Islands	Guam	Panama
Argentina	Canada	Guatemala	Peru
Aruba	Cayman Islands	Guyana	Puerto Rico
Bahamas	Chile	Haiti	Saint Lucia
Barbados	Colombia	Honduras	Suriname
Belize	Costa Rica	Jamaica	Trinidad/Tobago
Bermuda	Dominican Republic	Mexico	USA
Bolivia	Ecuador	Netherlands Antilles	Venezuela
Brazil	El Salvador	Nicaragua	Virgin Islands

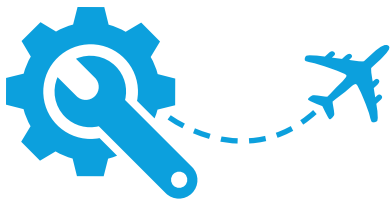
Optional Services Latin America: ADP is available in all countries listed above except Brazil.

Optional Services North America: ADP and DMR are available in the USA and Canada. ADP in the USA is limited to claims up to the value of the purchase price of the covered device, or one replacement device.

Middle East

Egypt	Saudi Arabia	United Arab Emirates
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Optional Services: ADP and DMR are offered in all countries listed.



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Europe

Andorra	Iceland	Russia
Austria	Ireland	San Marino
Belgium	Israel	Serbia
Bulgaria	Italy	Slovakia
Croatia	Latvia	Slovenia
Czech Republic	Liechtenstein	Spain
Denmark	Lithuania	Sweden
Estonia	Luxembourg	Switzerland
Finland	Malta	The Netherlands
France	Monaco	Tunisia
Germany	Norway	Turkey
Gibraltar	Poland	Ukraine
Greece	Portugal	United Kingdom
Hungary	Romania	

Optional Services: DMR is offered in all countries listed. ADP is only available in Andorra, Austria, Bulgaria, Denmark, Estonia, Finland, France (direct customers only), Germany, Gibraltar, Hungary, Iceland, Israel, Latvia, Liechtenstein, Lithuania, Monaco, Norway, Russia, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey, Ukraine, and the United Kingdom (direct customers only).

APJ

Australia	Japan	Singapore
China	Korea, South	Taiwan
Hong Kong	Malaysia	Thailand
India	New Zealand	Vietnam (Ho Chi Minh and Hanoi only)
Indonesia	Philippines	

Optional Services: ADP and DMR are offered in all countries listed above.

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

Distance from HP designated support hub	Onsite response time
0–100 miles (0–160 km)	Next business day*
101–200 miles (161–320 km)	1 additional business day*
201–300 miles (321–480 km)	2 additional business days*
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability

* Travel zone definitions and corresponding response times vary in participating countries/geographic locations. Contact the local sales office for details on travel zones and modified response times.

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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 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.

