

# Fact sheet



## HP Notebooks Service and Support

### Overview

HP and Compaq notebooks have a one-year warranty as part of HP Total Care, the service and support program recently recognized by J.D. Power and Associates for consistently providing an "Outstanding Customer Service Experience." HP Total Care delivers 24/7 service, advice, learning and support — in and out of warranty.

Support doesn't end when the warranty does. At no additional charge customers can

- Email a tech support agent and expect a response in about an hour;
- Chat real-time with a support agent;
- Access HP's award-winning web site loaded with diagnostic tools, software updates, security tips and troubleshooting hints; and
- Take a variety of online classes such as Security Boot Camp, Tune Up Your PC and more.

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### Key Features of HP Total Care

- HP support agents are available 24/7 by phone, real-time chat or email.
- HP's unique Automatic Product Detection Tool helps customers locate all their HP product support information.
- HP and Compaq PCs come pre-loaded with a tool called the HP Help and Support Center where customers can diagnose and resolve computing problems themselves right from the start menu.
- HP makes product repair simple. Local retailers become local HP service centers providing a quick and easy way to drop PCs off for repair. Customers can also choose other repair options including the Express Parts Program, where HP ships the new part directly to the customer for self-repair within 24 hours, or they can send the PC back to HP for repair without incurring shipping or handling charges.

### Additional Services

- Customers who want the added reassurance of services beyond the first year of ownership can purchase an extended service plan for an additional one or two years, which includes express repair.
- HP also offers accidental damage protection to safeguard customers and their notebooks against unexpected spills and damage, which also comes



with express repair.

- HP Total One covers up to four HP products such as PCs, printers, and cameras under one service plan to save customers money.

#### Contact Details

HP

[www.hp.com/support](http://www.hp.com/support)

1-800-474-6836 (1-800 HP invent)

Compaq

[www.compaq.com/consumersupport](http://www.compaq.com/consumersupport)

1-800-652-6672 (1-800 OK Compaq)



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