

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, 2025

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 at least 6-12 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

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

For rebate questions (French): 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 in the United States and Canada.

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

In the US and Canada

U9ED5A	U9XB2E	UA4R7E	U9XA7E	U9ED5E
U9ED6A	U9YP7E	UA4S0E	U9XB1E	U9ED6E
U9ED9A	U9YQ1E	UA4S3E	U9XB5E	U9ED9E
U9EE0A	U9YQ5E	UA4S6E	U9YQ0E	U9EE0E
U9EE3A	U9YQ9E	UA5R9E	U9YQ4E	U9EE3E
U9EE4A	U9YR3E	UA5S2E	U9YQ8E	U9EE4E
UJ217A	U9YR7E	UA5S5E	U9YR2E	U9KV5E
UA055A	U9YS1E	UA5S8E	U9YR6E	UJ217E
UM923A	U9YS5E	UA5T1E	U9YS0E	UM923E
U9KV2A	U9YS9E	UA5T4E	U9YS4E	U9KV2E
UN012A	U9YT3E	UA5T7E	U9YS8E	U4812E
UN015A	U9YT7E	UA5U0E	U9YT2E	UC994E
UN013A	U9YU1E	UA5U3E	U9YT6E	U1PS3E
UN016A	UA1C8E	UA5U6E	U9YU0E	USPS6E
UN017A	UA1D2E	UA5U9E	U9YU4E	UA1P1E
U1PS3A	UA1D6E	UA5V2E	UA1D1E	U9XA4E
U1PS6A	UA1L0E	UA5V5E	UA1D5E	UA4R1E
U9WY8E	UA1L4E	UA5V8E	UA1K9E	U9WZ9E
U9WZ2E	UA1N8E	U9WY7E	UA1L3E	UA1P5E
U9WZ6E	UA1P2E	U9WZ1E	UA1L7E	U9XA8E
U9XA0E	UA1P6E	U9WZ5E	UA4R4E	U9XA3E
UA4R0E				

Above SKUs apply for purchases between 2022 and 2025

UG8Q1E	UG8Q2E	UG8S0E	UG8S1E	UG8Q5E
UG8Q6E	UG8S4E	UG8S5E	UG8Q9E	UG8R0E
UG8S8E	UG8S9E	UG8R3E	UG8R4E	UG8T2E
UG8T3E	U9WZ9E	U9XA0E	U9XA3E	U9XA4E
U9XA7E	U9XA8E	U9XB1E	U9XB2E	

Above SKUs apply for purchases from 2025 onward.

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, 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). Please allow at least 6 to 12 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 <https://cpc2.ext.hp.com/>. 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 at least 6 to 12 weeks for processing and 8-10 business days 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.

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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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