

FAQs

What is the HP Upgrade Program?

The HP Upgrade Program is a smart way to get the latest HP laptops.

It has three key features:

1. You can either pay for your laptop upfront or avail attractive credit card financing options for 6, 12 or 24 months.
2. Enroll to get any one of the below benefits:

Model Number	Additional 2 Years Warranty + 3 Years ADP + 3 Years Antivirus	Additional 1 Year Warranty + 2 Years ADP	1 Year ADP
HP 14/15 Laptops	4499	3499	999
Pavilion / Victus Laptops	4999	4499	1299
Envy, Split X2, Omen Laptops	7999	6499	1799
Spectre Laptops	9999	8499	1999

How do I join the program?

There are 2 steps to join the program - laptop purchase and program enrolment. You can purchase your laptop at a select HP World Stores and enrolment can be done online at www.hpupgradeprogram.com within 30 days from date of purchase.

What do I need to pay?

Your payment is in two parts –

1. Laptop - You can pay upfront or avail financing of 6, 12 and 24 months to buy a laptop at select HP's Authorized Resellers.
2. Program Enrolment – One-time enrolment fee shall be paid online to avail any of the listed benefit of HP Upgrade Program.

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Can I pay off the loan sooner?

You own the product from the first day of purchase. The early pay off facility is subject to you issuing bank. Please contact your bank directly to check.

What HP care services will I get?

You get the above benefit from the date of purchase with the below items -

- **Extended Warranty:** Onsite and remote support to protect against any mechanical and electronic failures. The service includes repair and replacement of all parts and labor.
- **Accidental Damage Protection:** You are protected against out-of-pocket repair or replacement costs caused by accidents such as drops, spills, and electrical surges that may occur during normal usage. It also covers damaged liquid crystal displays (LCDs) and broken parts.
- **Protegent Antivirus:** You get essential award-winning antivirus with features to keep your digital life safe, every second of everyday.