

# FAQs

## What is the HP Upgrade Program?

The HP Upgrade Program is a smart way to get the latest HP-branded laptop. It has three key features -

1. You can either pay for your laptop upfront or avail attractive credit card financing options for 12 or 24 months.
2. Enrol to get The HP Complete Care includes total Three years coverage of Extended Warranty, Accidental Damage Protection and McAfee Internet Security.
3. When you want to upgrade, you get the option to exchange your old laptop at designated HP World stores and get a buyback value guarantee. This benefit shall be available after 12 months to 36 months from the purchase date.

## 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 enrolling online at [www.hpupgradeprogram.com](http://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 12 and 24 months to buy a laptop at select HP's Authorized Resellers
2. Program Enrolment – One-time enrolment fee of INR 3999/-, to be paid online for total 3 Years coverage of listed benefits of HP Upgrade Program.

## 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.

## How do I upgrade to a new HP laptop? How does the buyback guarantee work?

You can upgrade to a new laptop any time you want. You walk into any designated HP World Store, trade in your old get credit for your old HP laptop (bought under HP Upgrade Program) and get a discount on your new one.

As an HP Upgrade member you are guaranteed a buyback value between 12 and 36 months of your purchase. For example, if you upgrade after 12 months of purchase of HP 15, you will be guaranteed a minimum of 40% of your (pre-GST) purchase price. If however, the value of the laptop is determined to be higher at that time, you will be given the higher amount.

The minimum guarantee value will vary as per the laptop series and the return month (12 – 36 months from date of purchase). You can however choose to exchange your HP laptop outside that time window as well, without the minimum guarantees applying. Read the **Terms & Conditions** for more details.

### Is using the HP buyback option compulsory?

You have full flexibility to not avail the HP buyback guarantee or exchange facility. You can exchange your laptop at any other place OR retain it for as long as you wish.

### What HP care services will I get?

You get total 3 Years coverage 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, all parts and labor.
- **Accidental Damage Protection:** You are protected against avoid 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
- **McAfee Internet Security:** You get essential award winning antivirus with features to keep your digital life safe, every second of everyday.