

**HP Boxed Care Pack Registration Process
for Computer Showcase Customers**

Dear Computer Showcase Customer,

Your HP laptop currently has a 1-year warranty and is registered to the Computer Showcase. You will need to complete the following steps to have the warranty transferred to your name and the 3-year HP Care Pack activated. Registration of your HP Care Pack will provide the HP Service and Support teams the information they need to deliver the correct level of extended support you have purchased for your HP product. Not registering your HP Care Pack might result in delays to receiving the correct level of extended service.

Registration and activation of your HP Care Pack is simple - just follow the registration steps at http://h71036.www7.hp.com/hho/cache/561387-0-0-225-121.html?jumpid=hpr_R1002_USEN

You have four options for registering your HP Care Pack:

- **Option 1: Online** - Complete registration via the online registration tool at <http://www.hp.com/go/hpcarepack/activate>
- **Option 2: By phone** - call 1-800-HPInvent (1-800-474-6836) select menu option for Technical support and the support agent will assist you in registering your Care Pack service
- **Option 3: By FAX** - fax your HP Care Pack registration card to 1-541-715-5522
- **Option 4: By mail** - mail your HP Care Pack registration card or other related correspondence to:
HEWLETT PACKARD COMPANY
ATTN: HP CARE PACK
P.O. BOX 3031
CORVALLIS, OR 97339-9922

The HP Care Pack serial number will be printed on your registration card, which is enclosed in the HP Care Pack box attached to your laptop and will have a similar format as KD2335230207. SAVE a copy of your HP Care Pack serial number for your warranty records as you may need it for future reference.

When registering your HP Care Pack, you will need to provide your computer's (hardware) serial number and product code as well as the HP Care Pack serial number and product code

Upon completion of the HP Care Pack registration process, you will receive a confirmation e-mail verifying that your HP Care Pack was successfully registered. (Important Note: If you do not receive a message, it is possible that your e-mail security settings (SPAM filtering) are preventing HP messages from being delivered to your inbox. Please check for these messages in another folder such as junk, bulk, unknown or trash.) You should retain a copy of the Care Pack registration confirmation e-mail for your records, as you may need to reference it for warranty matters.

To check the expiration date of your HP warranty, go to:
<http://h20000.www2.hp.com/bizsupport/TechSupport/WarrantyLookup.jsp?country=US>

Here you will need to enter your computer's serial number and product code (indicated on the outside of your computer box) and then click on "display warranty information". Upon completion of registering your HP Care Pack, the warranty information will have updated from a 1-year "basic" warranty to a 3-year "HP Care Pack" warranty.

Below is an example reflecting warranty updates for a successful HP Care Pack registration.

Warranty type	Service type	Start date	End date	Status		
HP Care Pack - Care Pack Serial Number XXXXXXXXXXXX	HWM Onsite	01 Jun 2011	05 Jul 2014	Active		
	ADP, Next Business Day Onsite, excl. ext					
Base Warranty	Wty: HP HW Maintenance Offsite Support	01 Jun 2011	05 Jul 2012	Active		