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 6, 12 or 24 months.
2. Enroll to get The HP Complete Care includes total Two year of Onsite Warranty support, Accidental Damage Protection and Protegent Antivirus.

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 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 of INR 3999/- for HP 14/15 Laptops, INR 4999 as enrollment fee for All HP Pavilion series, HP Envy Laptops INR 6999/- & HP Spectre Laptops INR 7999/- respectively, to be paid online for total 2 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.

What HP care services will I get?

You get total 2 Years coverage from the date of purchase with the below items -

- Onsite Warranty Support: 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
- Protegent Antivirus: You get essential award winning antivirus with features to keep your digital life safe, every second of everyday.