

POCKET PCs

WORLDWIDE LIMITED WARRANTY AND TECHNICAL SUPPORT

General Terms

This Limited Warranty applies to the HP brand name products sold or leased with this Limited Warranty Statement in the following countries of the Asia Pacific region: Australia, Bangladesh, Brunei, Cambodia, Indonesia, India, Laos, Malaysia, Myanmar, Nepal, Pakistan, Philippines, Singapore, South Korea, Sri Lanka, Thailand, Vietnam, New Zealand, Papua New Guinea, and the islands of the South Pacific.

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This Limited Warranty applies to HP branded and Compaq branded hardware products (collectively referred to in this Limited Warranty as “HP branded products”) sold by or leased from Hewlett-Packard Company or Compaq Computer Corporation, a wholly owned subsidiary of the Hewlett-Packard Company in the United States, its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Limited Warranty as “HP”) with this Limited Warranty. This Limited Warranty is applicable in all countries and may be enforced in any country where HP or its authorized service providers offer warranty service subject to the terms and conditions set forth in this Limited Warranty. However, warranty service availability and response times may vary from country to country and may also be subject to registration requirements in the country of purchase.

HP warrants that the HP hardware product and all the internal components of the product that you have purchased or leased from HP are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from HP. Your dated sales or delivery receipt, showing the date of purchase or lease

of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your HP branded hardware is required within the Limited Warranty Period. This Limited Warranty extends only to the original purchaser or lessee of this HP branded product and is not transferable to anyone who obtains ownership of the HP branded product from the original purchaser or lessee.

HP products are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Limited Warranty Period of the HP hardware product in which they are installed, whichever is longer.

During the Limited Warranty Period, HP will repair or replace the defective component parts or the hardware product. All component parts or hardware products removed under this Limited Warranty become the property of HP. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the thirty (30) day Limited Warranty of the spare part. In the unlikely event that your HP product has a recurring failure, HP, at its discretion, may elect to provide you with a replacement unit of HP's choosing that is at least equivalent to your HP branded product in hardware performance. HP reserves the right to elect, at its sole discretion, to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products.

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION, OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION. HP IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. HP IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY COMPAQ OR HP WHEN THE PRODUCT IS MANUFACTURED.

HP does not warrant that the operation of this product will be uninterrupted or error-free. HP is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the HP branded product.

This Limited Warranty does not apply to expendable parts. This Limited Warranty does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product;

(c) by the use of parts not manufactured or sold by HP; or (d) by modification or service by anyone other than (i) HP, (ii) an HP authorized service provider, or (iii) your own installation of end-user replaceable HP or HP approved parts if available for your product in the servicing country.

These terms and conditions constitute the complete and exclusive warranty agreement between you and HP regarding the HP branded product you have purchased or leased. These terms and conditions supersede any prior agreements or representations—including representations made in HP sales literature or advice given to you by HP or an agent or employee of HP—that may have been made in connection with your purchase or lease of the HP branded product. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of HP.

Limitation of Liability

IF YOUR HP BRANDED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. HP'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE.

HP IS NOT LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. HP IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED HP OR AN AUTHORIZED REPRESENTATIVE OF HP OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Options and Software

The Limited Warranty terms and conditions for HP options are as indicated in the Limited Warranty applicable to HP options. HP DOES NOT WARRANT

SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY COMPAQ OR HP. HP's only obligations with respect to software distributed by HP under the HP brand name are set forth in the applicable end-user license or program license agreement. Non-HP hardware and software products are provided "AS IS." However, non-HP manufacturers, suppliers, or publishers may provide their own warranties directly to you.

Software Technical Support

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by Compaq or HP on the HP branded product or that was included with the HP branded product at the time of your purchase or lease of the product. Technical support for software is available for the first ninety (90) days from date of product purchase or lease. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving software technical support. After the first ninety (90) days, technical support for software that was either preinstalled by Compaq or HP on the HP branded product or included with the HP branded product at the time of your purchase or lease of the product is available for a fee.

FOR AUSTRALIA ONLY

Nothing in this warranty statement excludes, restricts, or modifies any condition, warranty, right, or remedy which pursuant to Australian legislation (Commonwealth or State) including the Trade Practices Act 1974 (Australia) applies to this limited warranty and which may not be so excluded, restricted, or modified. For warranties that cannot be excluded, HP limits the remedies available to those specified in the relevant legislation.

FOR NEW ZEALAND ONLY

Nothing in this warranty statement excludes, restricts, or modifies any condition, warranty, right, or remedy which pursuant to New Zealand legislation including the Fair Trading Act 1986 or the Consumer Guarantees Act 1993 applies to this warranty statement and may not be so excluded, restricted, or modified. Nothing in this warranty statement is intended to have the effect of contracting out of the provisions of the Consumer Guarantees Act 1993, except to the extent permitted by that Act and these terms are to be modified to the extent necessary to give effect to that intention.

Warranty Period

The warranty period for handheld products is one (1) year from the date of product purchase. This warranty does not extend to expendable parts.

Types of Warranty Service

If your product needs service, call the HP Call Centre (if available) in your country. A technical support specialist will help you diagnose the problem. If your product needs service, the following options are available to you.

Carry-in Warranty Service

Carry your product into any HP Authorised Service Centre for warranty repair. To locate the service provider nearest you, access the service provider's location on the website: <http://ap.compaq.com.sg/services/partners>

If you have not registered your product, you should bring along your proof of purchase (i.e., sales receipt) from HP or an HP authorised reseller.

HP Replaceable Parts Program

In the countries where it is available, the HP Replaceable Parts program ships approved replacement parts directly to you to fulfill your warranty. Once the part arrives, you may again call the HP Call Centre in your country, where a technician will assist you over the phone to ensure that the installation is quick and easy.

Registering the Product

Registering with HP during the warranty period will facilitate response and repair. If you have not registered your product with HP, proof of purchase (i.e., a sales receipt) from an HP authorised reseller will be required.

Register your HP product via the Internet:

- Go to the Asia Pacific Online Support website at <http://ap.compaq.com.sg/support>.
- Australian and New Zealand customers can also register by going directly to <http://ap.compaq.com.sg/support>.

Follow the links for product registration.

Service Upgrades

HP offers extra coverage for your product. For information on service upgrades, refer to the following websites:

For Australia and New Zealand

<http://www.compaq.com.au/services/ccs/carepaqservices>

For the rest of the Asia Pacific region

<http://ap.compaq.com.sg/carepaq>

Contact Information

- Refer to the website at <http://ap.compaq.com.sg>.
- Be sure to have the following information available before you call HP:
 - Product serial number, model name, and model number
 - Applicable error messages
 - Add-on options
 - Operating system
 - Third-party hardware or software
 - Detailed questions
- To post questions to Technical Support professionals or to download software files, refer to:
 - Online help: <http://askq.compaq.com>
 - Compaq Support Forum: <http://forum.compaq.com>
 - Email address: ARCC@compaq.com (for Indonesia, Malaysia, Philippines, Singapore, Sri Lanka, Thailand)
 - Downloadable software:
<http://www.compaq.com/support/files>

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