

POCKET PCs

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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 for 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.

Warranty Period

The warranty period for handheld products is two (2) years from the date of product purchase. This warranty does not extend to expendable parts.

Types of Warranty Service

If you think your product needs servicing, refer to the HP website at www.hp.com, or call HP or an HP authorised service provider at the number listed in the "Worldwide Telephone Numbers" booklet that comes with your product. A technical support specialist will help you diagnose the problem. If it is determined your product needs servicing, the following options are available to you.

Mail-in Warranty Service

If your product needs a hardware repair that is covered under warranty, HP will give you instructions for sending the device to HP, at your own expense. You will be responsible for transport and insuring the product against loss. HP will repair or replace the device and deliver the product to the location of your choice within the same country. HP pays the return delivery costs.

NOTE: If you choose your own courier, you will be responsible for the risk of loss or damage during transport.

IMPORTANT: Be sure to download the data stored on your product to your PC on a regular basis. HP is not responsible for loss of data. If your product needs to be repaired, HP will delete all data from the unit.

Carry-in Warranty Service Available Monday – Friday

Carry your product into any HP authorised service provider. Following repair, you can pick up the repaired unit. Carry-in service provides a normal turnaround of two business days from the time the product is received by an HP authorised service provider.

IMPORTANT: Be sure to download the data stored on your product to your PC on a regular basis. HP is not responsible for loss of data. If your product needs to be repaired, HP will delete all data from the unit.

Service Upgrades

HP offers extra coverage for your product. Refer to www.carepaq.emea.compaq.com for information about CarePaq services in Europe, the Middle East, and Africa, or contact your local HP Authorised Retailer for assistance.

Contact Information

- Refer to the website at www.hp.com.
- Refer to the “Worldwide Telephone Numbers” booklet that came with your product.
- Technical support is normally provided between 09.00 and 17.00, from Monday to Friday, except on public and HP defined holidays. These business hours may change slightly owing to local/country practices.
- 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 the website at www.hp.com.

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