

# **GLOBAL LIMITED WARRANTY AND TECHNICAL SUPPORT FOR OPTION PRODUCTS**

## **Hardware Limited Warranty**

This Limited Warranty applies only to HP-branded and Compaq-branded hardware products (HP Products) sold by Hewlett-Packard Company, its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (HP) with this Limited Warranty. The term “HP Product” is limited to the hardware components and required firmware. The term “HP Product” DOES NOT include any software applications or programs; non-HP products or non-HP branded peripherals.

Your Option Limited Warranty is a one (1) year (HP Option Limited Warranty Period) parts replacement warranty on any HP-branded or Compaq-branded options (HP Options). If your HP Option is installed in an HP Hardware Product, HP may provide warranty service either for the HP Option Limited Warranty Period or the remaining Limited Warranty Period of the HP Hardware Product in which the HP Option is being installed, whichever period is the longer but not to exceed three (3) years from the date you purchased the HP Option. The HP Option Limited Warranty Period starts on your date of purchase. Your dated sales or delivery receipt, showing the date of purchase, is your start date. You may be required to provide proof of purchase as a condition of receiving warranty service. Non-HP options are provided “AS IS.” Non-HP manufacturers and suppliers may provide warranties directly to you.

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To the extent permitted by local law, HP Products, and any replacement products or parts, may contain new and used materials equivalent to new in performance and reliability. Any replacement product or part will also have functionality at least equal to that of the product or part being replaced. Replacement products and parts are warranted to be free from defects in material or workmanship for 90 days or, for the remainder of the applicable warranty period of the HP Product they are replacing or in which they are installed, whichever is longer.

If HP receives, during the warranty period, notice of a defect in any HP Product that is covered by this Limited Warranty, HP will repair or replace the product, at HP’s option. HP shall have no obligation to repair, replace, or refund until you return the defective product to HP. If your HP Product has recurring failures, at HP’s option, HP may provide you a replacement of HP’s choosing that is the same or equivalent in performance or a refund of your purchase price instead of a replacement.

## **Exclusions**

This Limited Warranty does not apply to expendable or consumable parts or to any product with a serial number removed or if damaged or defective (a) due to accident, misuse, abuse, contamination, virus infection, improper or inadequate maintenance or calibration or other external causes; (b) by software, interfacing, parts or supplies not supplied by HP; (c) improper site preparation or maintenance; (d) loss or damage in transit; or (e) by modification or service by other than HP or an HP authorized service provider.

For HP printer products, the use of a non-HP or refilled ink cartridge does not affect either this Limited Warranty or any HP support contract. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the failure or damage.

AS A PRECAUTION AGAINST ALTERATION OR LOSS OF DATA, PERIODICALLY BACK UP THE DATA STORED ON HARD DRIVES OR OTHER STORAGE DEVICES. BEFORE RETURNING ANY UNIT FOR SERVICE, BACK UP DATA AND REMOVE CONFIDENTIAL, PROPRIETARY, OR PERSONAL DATA. HP IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF PROGRAMS, DATA OR FOR THE RESTORATION OF ANY PROGRAMS OR DATA OTHER THAN HP PREINSTALLED SOFTWARE.

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This Limited Warranty is applicable in all countries and may be enforced in any country or region where HP or its authorized service providers offer warranty service. Warranty service availability and response times may vary from country to country and may be subject to registration requirements in the country of purchase. Your HP authorized service provider can provide you with details.

This Limited Warranty gives you specific legal rights. You may also have other rights that may vary from state to state or country to country. You are advised to consult applicable state or country laws for a full determination of your rights.

THE LIMITED WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

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To the extent allowed by local law, the remedies provided in this statement are your sole and exclusive remedies. These terms and conditions supersede any prior agreements or representations, including those made in HP sales literature or advice given to you by or on behalf of HP in connection with your purchase.

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## **Software Technical Support**

HP provides software technical support for HP Software, HP pre-installed third-party software and third-party software purchased from HP and is available through electronic media and telephone, for ninety (90) days from date of purchase.

## **Contacting HP**

If you need warranty or technical support during the warranty support period, you can locate the HP support location nearest you at: <http://www.hp.com/support>.

When you contact HP or an authorized HP service provider, please have available the product model name and model number, the applicable error messages, and type of operating system.