

HP Limited Warranty Statement – Printers and Imaging Products

Extent of Limited Warranty

- A. Hewlett-Packard (HP) warrants to the end-user customer that the HP products will be free from defects in material and workmanship for the duration described on the product description page. Special note for inkjet: For inkjet cartridges, the warranty coverage extends until the HP ink is depleted or the "Warranty Ends" date has been reached, whichever occurs first. For printheads, the coverage extends until the "Warranty Ends" date has been reached or the warranted usage limit has been reached, whichever occurs first.
- B. For software products, HP's limited warranty applies only to a failure to execute programming instructions.
- C. HP does not warrant that the operation of any product will be uninterrupted or error free.
- D. HP's limited warranty covers only those defects that arise as a result of normal use of the product and does not cover any other problems, including those that arise as a result of: (i) improper maintenance or modification; (ii) software, media, parts or supplies not provided or supported by HP; (iii) operation outside the product's specifications; or (iv) unauthorized modification or misuse.
- E. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. 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 particular failure or damage.
- F. HP's limited warranty covers only those defects that arise as a result of normal use of the product and does not cover any other problems, including those that arise as a result of: (i) improper maintenance or modification; (ii) software, media, parts or supplies not provided or supported by HP; (iii) operation outside the product's specifications; or (iv) unauthorized modification or misuse.
- G. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
- H. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price of the product.
- I. HP shall have no obligation to repair, replace or refund until the customer returns the defective product to HP.
- J. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
- K. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
- L. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

Limitations of Warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

Limitations of Liability

- A. To the extent allowed by local law, the remedies provided in this Limited Warranty Statement are the customer's sole and exclusive remedies.
- B. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Local Law

- A. This Limited Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
- B. To the extent that this Limited Warranty Statement is inconsistent with local law, this Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may: (i) preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., United Kingdom); (ii) otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or (iii) grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
- C. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

Contacting HP

- A. If your product fails during the warranty period and the suggestions in the product documentation do not solve the problem, you can receive support by doing one of the following:
 - Locate and contact your nearest HP Support location via the World Wide Web at: <http://welcome.hp.com/country/us/en/wwcontact.html>
 - Contact your HP authorized service provider
 - Call the Technical Support Center at 1.800.hpinvent or 1.800.474.6836
- B. Before calling HP or an HP authorized service provider please have the following information available:
 - Product serial number, model name, and product model number
 - Applicable error messages
 - Add-on options
 - Operating system
 - Third-party hardware or software
 - Detailed questions