

Limited Warranty and Technical Support Statement



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LIMITED WARRANTY AND TECHNICAL SUPPORT STATEMENT

Hardware Limited Warranty

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

HP warrants to you that the HP Branded Product will be free from defects in materials or workmanship under normal use for a 2 year warranty period on the product and a 1 year warranty period on the battery, starting on your date of purchase. Your dated sales or delivery receipt is your proof of purchase date. You may be required to provide proof of purchase as a condition of receiving warranty service.

To the extent permitted by local law, HP Branded 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 Branded 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 Branded Product 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 Branded 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.

HP, AT ITS SOLE DISCRETION, MAY SUBCONTRACT TO OR ENGAGE A THIRD PARTY TO PROVIDE THE WARRANTY SERVICES PROVIDED FOR HEREIN.

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) due to improper

site preparation or maintenance; (d) due to loss or damage in transit; or (f) by modification or service other than by HP or an HP authorized service provider.

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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 details.

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THE 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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Contacting HP

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

When contacting HP or an authorized HP service provider, have your product model name, number, type of operating system and any applicable error messages.

Warranty Claims Process:

Should your HP Branded Product require service within the Warranty period, please contact the original point of purchase or an authorized HP reseller in your country. If service is not available at those locations, please contact an HP Branded Product warranty agent from the support contact list provided on this document. A warranty agent will work with you to troubleshoot your issue and if necessary, issue a Return Material Authorization (RMA) number in order to replace your HP Branded Product. For warranty claims, you will be required to provide a copy of your original dated sales receipt as proof of purchase and the issued RMA number. End user customer may be responsible for shipping charges when shipping the product to the service center. The service agent will provide you with an address to the warranty service center. Once your product is received by this service center, a replacement unit will be shipped back to you typically within 5 business days.

Asia/Pacific:	
India	1-800-114772 (Toll Free)
India	0124 2346992 (Toll #)
9:00 am to 9:00 pm (Mon. to Sat.)	