

**worldwide limited warranty  
and technical support**



**i n v e n t**

## **HP NOTEBOOK PRODUCTS LIMITED WARRANTY AND TECHNICAL SUPPORT STATEMENT**

HP warrants to you, the end-user customer, that HP hardware, accessories, and supplies will be free from defects in materials and workmanship after the date of purchase, for the period specified in the Warranty Duration table. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products that prove to be defective. Replacement products may be either new or equivalent in performance to new. HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified in the Warranty Duration table, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software that does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP's Limited Warranty is valid in any country or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit, or function of the product to make it operate in a country for which it was never intended to function for legal or regulatory reasons.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts, or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. SOME COUNTRIES, STATES, OR PROVINCES DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, SO THE ABOVE LIMITATION OR EXCLUSION MIGHT NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MIGHT ALSO HAVE OTHER RIGHTS THAT VARY FROM COUNTRY TO COUNTRY, STATE TO STATE, OR PROVINCE TO PROVINCE.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. SOME COUNTRIES, STATES, OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THE WARRANTY TERMS CONTAINED IN THIS 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 THIS PRODUCT TO YOU.

### **Product Duration of Limited Warranty**

<b>Product</b>	<b>Duration of Limited Warranty</b>
HP Notebook with "1YR," "3YR," or similar mark on serial number label	1 year, 3 years, or number of years marked
HP Notebook accessories and batteries	1 year
Non-HP accessories	Not warranted by HP. Refer to manufacturer's warranty
HP Included Software, Microsoft Software	1 year

## To Find More Information

The following table lists other sources of information about your computer and related products.

Source	Description and Location
Startup Guide	This printed manual introduces your computer. It also contains setup instructions, basic operation guidelines, and troubleshooting information.
Reference Guide	The full Reference Guide is included on a CD, and provides a complete source for operating and maintaining the computer.
Microsoft Windows manual	This is shipped with your computer and contains information about using the version of Microsoft Windows shipped with your computer.
Service Telephone Numbers	Worldwide Telephone Numbers booklet

## To Get Support or Service

Customer Care Centers will assist you free of charge during the term of the warranty (you are responsible for the telephone charges).

### During the free assistance period, we will assist with questions about:

- Included applications and operating systems.
- Described operation environments and conditions.
- HP accessories, HP upgrades, and basic operation and troubleshooting.

### We will not be able to help with questions about:

- Non-HP hardware, software, operating systems, or usage not intended for or included (by HP) with the product.
- How to repair the product yourself.
- Product development or custom installations.
- Consulting.

To contact the Customer Care Center by email, click the question mark one touch key at the top of your keyboard. To call the Customer Care Center, refer to the *Worldwide Telephone Numbers* booklet for service numbers. For best service, make sure you have as much of the following available when you call:

- Your computer's model and serial number.
- Your computer's operating system.
- Any messages displayed when the problem occurred.
- Any changes to the computer, software, related hardware, or accessories before this occurred Can the problem be re-created?

### **To Receive Repair Service**

If the notebook product is not normally sold by HP in the country of use, it must be returned for service to a country in which it is sold and supported.

**NOTE:** Notebook products have regional support and service in selected countries. Notebook PCs may be supported only in the country in which they are purchased and marketed. If you are outside the country of purchase, you must cover the cost of shipping your notebook to the appropriate authorized repair site.

If you are uncertain about the support available for your notebook, please contact Customer Care (see "To Get Support or Service").

**If your computer is under warranty:** To receive warranty repair service, contact an authorized reseller, or contact the Customer Care Center (see the *Worldwide Telephone Numbers* booklet for information regarding your warranty and numbers for service technicians in your country). The support technician will help qualify your unit for warranty repair based on the warranty applicable to your unit and original purchase date, and will provide you with repair processes. Warranty service may include the cost of shipping, handling, duties, taxes, freight, or fees to or from the service location.

**If your computer is no longer under warranty:** Contact an authorized reseller or the Customer Care Center (see the *Worldwide Telephone Numbers* booklet for information regarding your warranty and numbers for service technicians in your country). The support provider will let you know about repair charges and processes.

**NOTE:** You are financially responsible for any repairs to your notebook that are not covered by the warranty—see the warranty statement on the next page. This includes any repairs required if you damage your notebook, for example, by spilling liquid on it, dropping it, or breaking the display.

In addition, most DVD drives let you change the region code only a limited number of times (usually no more than four) to allow you to set the proper region code for your area. When you reach this limit, your last change to the region code will be hard-coded on the DVD drive, and will be permanent. Your warranty does not cover the expense of correcting this situation.

## **To Prepare Your Computer for Shipment**

See “To Receive Repair Service” to determine if your computer must be sent in for service. If so, prepare your computer for shipment as follows.

**NOTE:** If you have questions about packaging requirements when returning your notebook for repair, contact the Customer Care Center (see “To Get Support or Service”). If your notebook is not packaged properly, you will be responsible for any damages to it that occur during shipping.

**IMPORTANT:** Back up your hard disk drive. The hard disk may need to be replaced or reformatted while your computer is being repaired. We cannot guarantee the return of removable components. Please remove the following prior to sending your computer in for service:

- PC Cards.
- AC adapter and power cord.
- Any removable media, such as CDs, DVDs, or floppy disks.
- Any hardware not involved in the problem and not requested for repair.

When shipping your notebook, please use the original product packaging or other substantial packaging to avoid damage to the unit in transit. Make sure that at least three inches of suitable packing material surround the unit. Your notebook will be returned to you in new packaging.

**NOTE:** If the hard disk drive is defective, you will receive a replacement drive that is either unformatted or loaded with software for verification. You should restore the computer’s original software using your Recovery CD or DVD or other recovery method.



311681-001

© 2002 Hewlett-Packard Company.  
First Edition, November 2002