

# Worldwide Limited Warranty and Technical Support



***COMPAQ***

# **NOTEBOOK PRODUCTS**

## **WORLDWIDE LIMITED WARRANTY AND TECHNICAL SUPPORT**

This document includes Limited Warranty information for notebook products purchased in the United States, Canada, and the Caribbean. Refer to the section that is appropriate for the geographic location in which you purchased your computer.

### **United States, Canada, and the Caribbean**

#### **General Terms**

THIS LIMITED WARRANTY APPLIES TO THE COMPAQ BRANDED HARDWARE PRODUCTS SOLD BY OR LEASED FROM HEWLETT-PACKARD COMPANY, ITS SUBSIDIARIES, AFFILIATES, AUTHORIZED RESELLERS, OR COUNTRY DISTRIBUTORS (COLLECTIVELY REFERRED TO IN THIS LIMITED WARRANTY AS "COMPAQ"). EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, COMPAQ MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPAQ EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

This Limited Warranty is applicable in all countries and may be enforced in any country where Compaq or its authorized service providers offer warranty service subject to the terms and conditions set forth in this Limited Warranty. However, warranty service availability and response times may vary from country to country and may also be subject to registration requirements in the country of purchase.

Compaq warrants that the Compaq hardware product and all the internal components of the product that you have purchased or leased from Compaq are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from Compaq. 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 of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your Compaq branded hardware is required within the Limited Warranty Period. This Limited Warranty extends only to the original purchaser or lessee of this Compaq branded product and is not transferable to anyone who obtains ownership of the Compaq branded product from the original purchaser or lessee.

Compaq products are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or the workmanship ninety (90) days or for the remainder of the Limited Warranty Period of the Compaq hardware product in which they are installed, whichever is longer.

During the Limited Warranty Period, Compaq will repair or replace the defective component parts or the hardware product. All component parts or hardware products removed under this Limited Warranty become the property of Compaq. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the ninety (90) day limited warranty of the spare part. In the unlikely event that your Compaq product has a recurring failure, Compaq, at its discretion, may elect to provide you with a replacement unit of Compaq's choosing that is at least equivalent to your Compaq branded product in hardware performance. Compaq reserves the right to elect, at its sole discretion, to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products.

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION, OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION. COMPAQ IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. COMPAQ IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY COMPAQ WHEN THE PRODUCT IS MANUFACTURED.

Compaq does not warrant that the operation of this product will be uninterrupted or error-free. Compaq is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the Compaq branded product.

This Limited Warranty does not apply to expendable parts. This Limited Warranty does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product; (c) by the use of parts not manufactured or sold by Compaq; or (d) by modification or service by anyone other than (i) Compaq, (ii) a Compaq authorized service provider, or (iii) your own installation of end-user replaceable Compaq or Compaq approved parts if available for your product in the servicing country.

These terms and conditions constitute the complete and exclusive warranty agreement between you and Compaq regarding the Compaq branded product you have purchased or leased. These terms and conditions supersede any prior agreements or representations—including representations made in Compaq sales literature or advice given to you by Compaq or an agent or employee of Compaq—that may have been made in connection with your purchase or lease of the Compaq branded product. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of Compaq.

## **Limitation of Liability**

IF YOUR COMPAQ BRANDED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. COMPAQ'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE.

COMPAQ IS NOT LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. COMPAQ IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED COMPAQ OR AN AUTHORIZED REPRESENTATIVE OF COMPAQ OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

## **Options and Software**

The Limited Warranty terms and conditions for Compaq options are as indicated in the Limited Warranty applicable to Compaq options. COMPAQ DOES NOT WARRANT SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY COMPAQ. Compaq's only obligations with respect to software distributed by Compaq under the Compaq brand name are set forth in the applicable end-user license or program license agreement. Non-Compaq hardware and software products are provided "AS IS." However, non-Compaq manufacturers, suppliers, or publishers may provide their own warranties directly to you.

## **Software Technical Support**

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by Compaq on the Compaq branded product or that was included by Compaq with the Compaq branded product at the time of your purchase or lease of the product. Technical support for software is available for the first thirty (30) 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 of receiving software technical support. After the first thirty (30) days, technical support for software that was either preinstalled by Compaq on the Compaq

branded product or included with the Compaq branded product at the time of your purchase or lease of the product is available for a fee. The software technical support period will be extended to a total of ninety (90) days just for registering your product. Register your product during the initial setup.

## Contacting Compaq

You can obtain warranty service and technical support by contacting Compaq at [www.compaq.com/consumersupport](http://www.compaq.com/consumersupport).

Be sure to have the following information available before you call Compaq:

- Product number, serial number, model name, and model number
- Applicable error messages
- Add-on options
- Operating system
- Third-party hardware or software
- Detailed questions

We have a variety of services available online to help you find answers to your questions and resolve problems—24 hours a day, 7 days a week. Log on to our online services site at [www.compaq.com/consumersupport](http://www.compaq.com/consumersupport) where you will find a variety of help sources to meet your needs:

- **Access to drivers and product documentation:** Find original product drivers, latest updates and software fixes, Limited Warranty information, and product documentation. [web14.compaq.com/falco/sp\\_list.asp](http://web14.compaq.com/falco/sp_list.asp)
- **Join the Customer Communities:** Where novices to technical experts collaborate to share knowledge, information, and assistance. Participate in existing product discussions, review commonly asked questions, and answer or post new questions to a community of users. [compaq.com/communities](http://compaq.com/communities)
- **Open an online service event with a Compaq Support Specialist:** Have a product Limited Warranty issue or need to contact a technical expert? Contact us online for the fastest time to a solution. [compaq.com/athome/support/consumeremail.html](http://compaq.com/athome/support/consumeremail.html)

### **Additional Support Available**

If you are unable to resolve your problem by using our online services, contact our Customer Support Center via phone (see *Worldwide Phone Numbers* booklet). You will be provided technical support, 24 hours a day, 7 days a week, by our dedicated and professionally trained customer service team.

### **Hardware Technical Support**

Free hardware technical support is available for a period of one year from the date of purchase. After the first year, hardware technical support will be available for a fee (see “Obtaining Technical Support After My Technical Support Period Expires”).

### **Software Technical Support**

Free software technical support is available for the first 30 days from the date of purchase, or 90 days just for registering your product. Software technical support is defined as issues/questions about the Operating System, bundled software, and “how-to” installation and configuration questions. After the free software support period, software technical support will be available for a fee (see “Obtaining Technical Support After My Technical Support Period Expires”). In addition, Compaq offers a one-year software technical support extension for \$59.95\* (U.S.), which provides telephone technical support for all preinstalled software that came with your Compaq computer. To order a one-year software technical support extension, please contact technical support (see *Worldwide Phone Numbers* booklet).

*\*Subject to change without notice.*

### **Obtaining Technical Support After My Technical Support Period Expires (US only)**

Compaq is also available to support your product after the technical support period has ended. This out-of-warranty support will be provided on a fee basis. The fee of \$39.95\* (U.S.) per incident will be charged to your credit card when you call customer support.

*\*Subject to change without notice.*

## **Obtaining Service**

### **Replaceable Parts Program**

Where available, replacement parts may be sent directly to you to fulfill your warranty repair, which will save considerable repair time. After you call customer support, a replaceable part can be sent directly to you. Once the part arrives, follow the installation instructions provided. If necessary, you may contact customer support and a technician will assist you over the phone to ensure that the installation is quick and easy. (Available in select regions—refer to the *Worldwide Phone Numbers* booklet for the correct phone number for your region.)

### **Mail-in Service**

If the support specialist determines that hardware repair for your notebook computer is necessary, we will pick up (available in select regions), repair, and return the computer during the Limited Warranty period.

The pickup and delivery service utilizes a central repair facility to provide the highest level of repair quality. The central facility has quick access to the Compaq central parts inventory, proper diagnostic equipment, a controlled environment, and a remanufacturing-like process to ensure quality.

If you have questions about packaging requirements when returning your computer for repair, contact customer support. If your notebook is not packaged properly, you will be responsible for any damage that occurs during shipping.

A worldwide warranty program applicable to notebooks is available to assist you when you travel to a participating country, different from the country of purchase. For a list of participating countries and program details, refer to the website at [www.compaq.com](http://www.compaq.com).

### **Mail-in Service with an Authorized Service Provider**

You also have the option to carry your computer into an authorized retailer for repair. To locate a repair facility in your local area, please call the customer support center.

### **Service Upgrades and Extended Warranties**

A variety of service upgrades are available for your product.\* For information on service upgrades, please refer to the *Worldwide Phone Numbers* booklet.

*\*Available in select regions. Service upgrades purchased in one country are NOT transferable to another country.*







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