



Warranty and Support Guide

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Go to: <http://register.hp.com>

Registration is quick, easy, and offers you access to subscriptions and notifications such as:

- E-mail updates containing notifications about product enhancements, the most recent support alerts, and driver updates specific to the product(s) you own.
- The HP newsgram, our monthly online magazine packed full of product news, support tips, project ideas, and much more. Visit us at <http://subscription.support.hp.com>

Where to Get Help:

Software Support

Apple iTunes® Software

<http://www.apple.com/support/itunes/windows>

Billing/Music Download Support

Apple iTunes® Music Store

<http://www.apple.com/support/itunes/musicstore.html>

Hardware Support

HP offers a wide variety of service and support options which are available around the clock for HP customers with products that are either in or out of warranty*.

*Charges may apply for out of warranty support services.

Options to use when you need help:

1. Check the setup poster and product documentation that came with your product for help with setting up and using your Apple iPod® from HP.
2. **HP Customer Care Web support.** For Product information, driver updates, troubleshooting and much more, go to: <http://www.hp.com/support>

Note: HP and Apple have partnered to bring you the iPod. Additional information on iPod can be found at: <http://www.apple.com/support/ipod>

3. **E-mail Support.** E-mail support is available for your product via <http://www.hp.com/support>
Select "Contact HP" from your iPod product home page.
4. If you need to speak with a Support agent, call the **HP Total Care Center at 1-(800)-474-6836**
[1-(800) HP invent] [U.S. & Canada]
Or
905-206-4663 (local to Mississauga)

*Support agents are available 24 hours a day in English, Spanish, and French (Canada only).

When should I contact HP phone service and support?

- You either do not have Internet access, or cannot connect to the Internet to use the HP Customer Care Web support site.
- There is obvious damage to the product, or a mechanical breakdown has occurred and your product no longer works.
- You have other questions that you have not been able to resolve using the documentation that came with the product or the help resources available on the Web.

Note: Support options, availability, and hours of operation may vary and are subject to change without notice.

HP Total Care

HP Total Care provides fast, friendly, and effective expert advice for all your HP products. If you have a question or if a problem arises, we offer extensive service and support options around the clock to better handle your needs. For more information on your support and services options visit [**http://www.hp.com/home/ownerservices**](http://www.hp.com/home/ownerservices)

Hardware Limited Warranty (1 year)

General Terms

This HP Hardware Limited Warranty gives you, the customer, express limited warranty rights from HP, the manufacturer. Please refer to HP's web site for an extensive description of your limited warranty entitlements. In addition, you may also have other legal rights under applicable local law or special written agreement with HP.

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, HP MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HP 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/regions 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/regions, some exclusions or limitations of this Limited Warranty may not apply to you.

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.

This Limited Warranty is applicable in all countries/regions and may be enforced in any country or region where HP 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/region to country/region and may also be subject to registration requirements in the country/region of purchase. If so, your HP authorized service provider can provide you with details.

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

All non-HP products or non-HP branded peripherals external to the HP Hardware Product — such as external storage subsystems, displays, printers and other peripherals — are provided “AS IS” without HP warranty. However, non-HP manufacturers and suppliers, or publishers may provide their own warranties directly to you.

HP warrants that the HP Hardware Products that you have purchased or leased from HP 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 HP, or from the date HP completes installation. 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 hardware warranty service according to the terms and conditions of this document if a repair to your HP Hardware Product is required within the Limited Warranty Period.

Unless otherwise stated, and to the extent permitted by local law, new HP Hardware Products may be manufactured using new materials or new and used materials equivalent to new in performance and reliability. HP may repair or replace HP Hardware Products (a) with new or previously used products or parts equivalent to new in performance and reliability, or (b) with equivalent products to an original product that has been discontinued. Replacement parts are warranted to be free from defects in material or workmanship for ninety (90) days or, for the remainder of the Limited Warranty Period of the HP Hardware Product they are replacing or in which they are installed, whichever is longer.

During the Limited Warranty Period, HP will, at its discretion, repair or replace any defective component. All component parts or hardware products removed under this Limited Warranty become the property of HP. In the unlikely event that your HP Hardware Product has recurring failures, HP, at its sole discretion, may elect to provide you with (a) a replacement unit of HP's choosing that is the same or equivalent to your HP Hardware Product in performance or (b) 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.

Exclusions

HP DOES NOT WARRANT THAT THE OPERATION OF THIS PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. HP IS NOT RESPONSIBLE FOR DAMAGE THAT OCCURS AS A RESULT OF YOUR FAILURE TO FOLLOW THE INSTRUCTIONS INTENDED

FOR THE HP HARDWARE PRODUCT.

This Limited Warranty does not apply to expendable or consumable parts and 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, contamination, improper or inadequate maintenance or calibration or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product; (c) by software, interfacing, parts or supplies not supplied by HP; (d) improper site preparation or maintenance; (e) virus infection; (f) loss or damage in transit; or (g) by modification or service by anyone other than (i) HP, (ii) an HP authorized service provider, or (iii) your own installation of end-user replaceable HP or HP approved parts if available for your product in the servicing country or region.

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. HP IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. HP IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY HP WHEN THE PRODUCT IS MANUFACTURED.

Exclusive Remedy

TO THE EXTENT ALLOWED BY APPLICABLE LOCAL LAW, THESE TERMS AND CONDITIONS CONSTITUTE THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT BETWEEN YOU AND HP REGARDING THE HP HARDWARE PRODUCT YOU HAVE PURCHASED OR LEASED. THESE TERMS AND CONDITIONS SUPERSEDE ANY PRIOR AGREEMENTS OR REPRESENTATIONS — INCLUDING REPRESENTATIONS MADE IN HP SALES LITERATURE OR ADVICE GIVEN TO YOU BY HP OR AN AGENT OR EMPLOYEE OF HP — THAT MAY HAVE BEEN MADE IN CONNECTION WITH YOUR PURCHASE OR LEASE OF THE HP HARDWARE 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 HP.

Limitation of Liability

IF YOUR HP HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, HP'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.

EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE 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. HP 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 HP OR AN AUTHORIZED REPRESENTATIVE OF HP 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/REGION TO COUNTRY/REGION. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY/REGION LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Accessories, Options, and Software Media Limited Warranties (90 days)

This Limited Warranty applies only to the accessories, options, and any software media included in box with your HP Hardware Product at time of purchase and sold by Hewlett-Packard Company, its worldwide subsidiaries, affiliates, authorized resellers, or country/region distributors (HP) with this Limited Warranty.

HP warrants to you that the accessories, options, and any software media included in box with your HP Hardware Product at time of purchase as specified above will be free from defects in materials or workmanship under normal use for the duration of the warranty period specified above. The warranty period starts on your date of purchase. Your dated sales or delivery receipt is your proof of the purchase date. You may be required to provide proof of purchase as a condition of receiving warranty service.

Accessories, options, and media not included in the box with the HP Product Hardware are provided "AS IS". Non-HP manufacturers and suppliers may provide warranties directly to you.

EXCEPT AS PROVIDED IN ANY SOFTWARE END-USER LICENSE OR PROGRAM LICENSE AGREEMENT, OR IF OTHERWISE REQUIRED BY LOCAL LAW, SOFTWARE, INCLUDING THE OPERATING SYSTEM OR ANY SOFTWARE PREINSTALLED BY HP ARE PROVIDED "AS IS".

Apple iTunes® Software

HP does not provide software technical support for Apple iTunes Software. Web based software technical support for Apple iTunes software sold with HP Hardware Products is provided by Apple at www.apple.com/support/itunes/windows

Contacting HP

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

When you contact HP or an authorized HP service provider, please have available the product name, model, product number, and product serial number, along with any applicable error messages, problem descriptions, or additional details that may help them to resolve your problem. Please be prepared to provide proof of purchase.

If Necessary, Get Repair – Customer Responsibilities

The customer is responsible for removing any components that were added after the purchase of the system. HP will not be responsible for components that the customer doesn't remove. Listed below are the types of warranty support service that may be applicable to the HP hardware product you have purchased.

Pick Up and Return Warranty Service

Your HP Limited Warranty may include a pick up and return warranty service. Under the terms of pick up and return service, HP will pick up the defective unit from your location, repair or replace it, and return it back to your location, incurring all repair, logistics, and insurance costs in this process.

Customer Self-Repair Warranty Service

In countries/regions where it is available, your HP Limited Warranty may include a Customer Self-Repair warranty service. If applicable, HP will determine in its sole discretion that customer self-repair is the appropriate method of warranty service. If so, HP will ship approved replacement parts directly to you to fulfill your HP Hardware Product warranty service. This will save considerable repair time. After you contact HP and the fault diagnosis identifies that the problem can be fixed using one of these parts, a replaceable part can be sent directly to you. Once the part arrives, replace the defective part pursuant to the provided instructions and documentation. If further assistance is required, call the HP Technical Support Center and a technician will assist you over the phone. In cases where the replacement part must be returned to HP, you must ship the defective part back to HP within a defined period of time, normally thirty (30) days. The defective part must be returned with the associated documentation in the provided shipping material. With a customer self-repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used. In some cases, HP will ask for a credit card as collateral for the part and will charge you for the retail price of the part if the failed part is not returned.

HP Out-of-Warranty Support Options

Even after your warranty has ended, HP can still provide you with service and support options.

- For Visa and MasterCard holders in the United States or calls from Canada, please call **1-800-474-6836** [1-800 HP invent] or **905-206-4663** (local to Mississauga).
- 1 time technical support, \$40* U.S. per call.
- 1 year unlimited technical support \$75* U.S.

*Prices are subject to change without notice and may vary based on your product.

Fees are charged to your Visa or MasterCard.

Protect Your Investment

Obtaining a Warranty Upgrade

Upgrade your standard factory warranty with the extended service plan. Service coverage begins on product purchase date and you must purchase the pack within the first year after product purchase. The hardware service offering will be determined based on the outcome of system self-test programs run by the customer through the initial call to HP Total Care.

For more information please visit:

US Only <http://www.hp.com/home/ownerservices>

Canada Only <http://www.hp.ca/ownerservices>

or call: 866-234-1377

Recycle – HP Planet Partners

HP is sensitive to the environment and has a program, Planet Partners, to make it simple for us to reclaim your old product for recycling. HP will help you recycle your old equipment even if it is not an HP product; we take back all makes and models. Visit our Web site to find out how easy it is to recycle: <http://www.hp.com/recycle>

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