



HP TOUCHSMART

## Limited Warranty and Support Guide

• Warranty • End-User License Agreement • Support and Safety Information

Before contacting the HP Customer Care Center, it's important to have the following information handy.

Please take a moment to write down your product information for future reference.

The first four items on the list (Model Number, Product Number, Serial Number, and Software Build Number) can be viewed by pressing the Ctrl+Alt+S keys on the keyboard at the same time.

Model Number: \_\_\_\_\_

System (Product) Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Software Build Number: \_\_\_\_\_

Operating System: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

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# Hardware Limited Warranty

## United Kingdom, Republic of Ireland, Republic of South Africa, Kenya, and Nigeria

<b>HP Product</b>	<b>Duration</b>
Hardware	One-year limited warranty

## General Terms

This HP Hardware Limited Warranty gives you, the customer, express limited warranty rights from Hewlett-Packard, 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.

HP MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL, AND HP EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. TO THE EXTENT ALLOWED BY THE LOCAL LAW OF JURISDICTIONS OUTSIDE THE UNITED STATES, HP DISCLAIMS ALL IMPLIED WARRANTIES OR CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FOR ALL TRANSACTIONS OCCURRING IN THE UNITED STATES, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. 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/region where HP or its authorized service providers offer warranty service for the same product model number subject to the terms and conditions set forth in this Limited Warranty. This HP Limited Warranty is subject to all applicable laws and regulations, including US and other national export and import laws and regulations.

Under the HP Global Limited Warranty program, products purchased in one country/region may be transferred to another country/region, where HP or its authorized service

providers offer warranty service for the same product model number, without voiding the warranty. Warranty terms, service availability, and service response times may vary from country/region to country/region. Standard warranty service response time is subject to change due to local parts availability. If so, your HP authorized service provider can provide you with details.

HP is not responsible for any tariffs or duties that may be incurred in transferring the products. Transfer of the products may be covered by export controls issued by the United States or other governments.

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.

HP will, at its discretion, repair or replace any component or hardware product that manifests a defect in materials or workmanship during the Limited Warranty Period. 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, if applicable) 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) by improper site preparation or maintenance; (e) by virus infection; (f) from 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/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. UNITS SENT IN FOR SERVICE MAY HAVE THE DATA ERASED FROM THE HARD DRIVE AND THE PROGRAMS RESTORED TO THEIR ORIGINAL STATE.**

## 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.

**YOU MAY HAVE ADDITIONAL STATUTORY RIGHTS AGAINST THE SELLER BASED ON YOUR PURCHASE AGREEMENT. THOSE RIGHTS ARE NOT IN ANY WAY AFFECTED BY THIS HP LIMITED WARRANTY.**

## 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.

## Limited Warranty Period

The Limited Warranty Period for an HP Hardware Product is a specified, fixed period commencing on the date of purchase. The date on your sales receipt is the date of purchase unless HP or your reseller informs you otherwise in writing.

## Types of Warranty Service

To enable HP to provide the best possible support and service during the Limited Warranty Period, you may be directed by HP to verify configurations, load most recent firmware, install software patches, run HP diagnostics tests, or use HP remote support solutions where applicable.

HP strongly encourages you to accept the use of or to employ available support technologies provided by HP. If you choose not to deploy available remote support capabilities, you may incur additional costs due to increased support resource requirements. Listed below are the types of warranty support service that may be applicable to the HP Hardware Product you have purchased.

### Carry-in Warranty Service

Hardware service during the warranty period can be obtained by returning your computer to an HP authorized service provider.

### 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 fifteen (15) days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective product may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used. If customer self repair applies to you, please refer to your specific HP Hardware Product announcement. You can also obtain information on this warranty service on the HP Web site at: <http://www.hp.com/support>

## Mail-in Warranty Service

Your HP Limited Warranty may include a mail-in warranty service. Under the terms of mail-in service, you will be required to ship your HP Hardware Product to an authorized service location for warranty repair. You must prepay any shipping charges, taxes, or duties associated with transportation of the product to the repair location. You are fully responsible for the appropriate packaging to protect your unit from damage during transportation to the service location.

In addition, you are responsible for insuring any product you ship, and you assume risk of loss during shipping. HP will return the repaired product to you and incur all logistics and insurance costs to return the product to you.

## Pickup and Return Warranty Service

Your HP Limited Warranty may include a pickup and return warranty service. Under the terms of pickup and return service, HP will pick up the defective unit from your location, repair it, and return it back to your location. HP will incur all repair, logistics, and insurance costs in this process. Customer is fully responsible for the appropriate packaging to protect your hardware product from damage during transportation to the service location.

## Service Upgrades

HP has a range of additional support and service coverage for your product that can be purchased locally. However, some support and related products may not be available in all countries/regions. For information on availability of service upgrades and the cost for these service upgrades, refer to the HP Web site at:

<http://www.hp.com/support>

## Options and Software Limited Warranties

The Limited Warranty terms and conditions for most HP-branded options (HP Options) are as set forth in the Limited Warranty applicable to the HP Option and are included in the HP Option product packaging. If your HP Option is installed in an HP Hardware Product, HP may provide warranty service for either the period specified in the warranty documents (HP Option Limited Warranty Period) that shipped with the HP Option or for the remaining warranty period of the HP Hardware Product in which the HP Option is being installed, whichever period is the longer, but not to exceed three (3) years from the date you purchased the HP Option. The HP Option Limited Warranty Period starts from the date of purchase from HP or an HP authorized reseller. Your dated sales or delivery receipt, showing the date of purchase of the HP Option, is your warranty start date. See your HP Option Limited Warranty for more details. Non-HP options are provided "AS IS." However, non-HP manufacturers and suppliers may provide warranties directly to you.

EXCEPT AS PROVIDED IN THE APPLICABLE SOFTWARE END-USER LICENSE OR PROGRAM LICENSE AGREEMENT, OR IF OTHERWISE PROVIDED UNDER LOCAL LAW, SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS, FREWARE (AS DEFINED BELOW), OR THE OPERATING SYSTEM PREINSTALLED BY HP ARE PROVIDED "AS IS" AND WITH ALL FAULTS, AND HP HEREBY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EITHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE AND NON-INFRINGEMENT, ANY IMPLIED WARRANTIES, DUTIES OR CONDITIONS OF MERCHANTABILITY, OF FITNESS FOR A PARTICULAR PURPOSE, AND OF LACK OF VIRUSES. Some states/jurisdictions do not allow exclusion of implied warranties or limitations on the duration of implied warranties, so the above disclaimer may not apply to you in its entirety. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL HP OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS OR CONFIDENTIAL OR OTHER INFORMATION, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE THE SOFTWARE PRODUCT), EVEN IF HP OR ANY SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE. Some states/jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

HP's only warranty obligations with respect to software distributed by HP under the HP brand name are set forth in the applicable end-user license or program license agreement provided with that software. If the removable media on which HP distributes the software proves to be defective in materials or workmanship within thirty (30) days of purchase, your sole remedy shall be to return the removable media to HP for replacement. For blank tape removable media, refer to the following Web site:

**<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=lpg50101>**

It is your responsibility to contact non-HP manufacturers or suppliers for their warranty support.

## Initial Setup Limited Technical Support for Included Software

Limited technical support is available for software for ninety (90) days from the date of purchase or lease. Your dated sales or delivery receipt, showing the date of purchase or lease, 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 limited software technical support.

Limited software technical support is available only for software preinstalled on the computer by HP.

Limited software technical support includes the following services:

- Assisting the customer to reinstall a preinstalled operating system.
- Assisting the customer to uninstall and reinstall any preinstalled software.
- Interpreting error messages related to the operating system or preinstalled software.

For help using HP software, see the HP Web site at **<http://www.hp.com/support>**

For help using third-party software, refer to the online Help included with the software or see the manufacturer's Web site, if available.

Fee-based technical software support services may be available.

## Freeware Operating Systems and Applications

HP does not provide software technical support for software provided under public license by third parties, including Linux operating systems or applications ("Freeware"). Software technical support for Freeware provided with HP Hardware Products is provided by the Freeware vendor. Please refer to the Freeware operating system or other Freeware application support statement included with your HP Hardware Product.

## Contacting HP

If your product fails during the Limited Warranty Period and the suggestions in the product documentation do not solve the problem, you can receive support by doing the following:

- Locate your nearest HP Support location via the Web at: <http://www.hp.com/support>
- Contact your authorized HP dealer or authorized service provider, and be sure to have the following information available before you call HP:
  - Product serial number, model name, and model number
  - Applicable error messages
  - Add-on options
  - Operating system
  - Third-party hardware or software
  - Detailed questions

## How to Check Warranty and Support Entitlement

Please check <http://www.hp.com/support> for warranty, service and support and product information updates.

# END-USER LICENSE AGREEMENT

**BY INSTALLING, COPYING, DOWNLOADING, OR OTHERWISE USING ANY SOFTWARE PRODUCT PREINSTALLED ON THIS PC, YOU AGREE TO BE BOUND BY THE TERMS OF THE HP EULA. IF YOU DO NOT ACCEPT THESE LICENSE TERMS, YOUR SOLE REMEDY IS TO RETURN THE ENTIRE UNUSED PRODUCT (HARDWARE AND SOFTWARE) WITHIN 14 DAYS FOR A REFUND SUBJECT TO THE REFUND POLICY OF YOUR PLACE OF PURCHASE. For any further information or for requesting a full refund of the PC, please contact your local point of sale (the seller).**



# Support Information

## Don't Forget to Register!

You can register your computer through the Help and Support Center. Click the Windows **Start** button®, **Help and Support**, and then click **Contact Support**.

## Where to Get Help

**Follow these steps when you need help:**

- 1 Check the setup poster and product documentation for help with setting up and using your computer.
- 2 Use the Help and Support Center for help with hardware and software questions. Click the **Start** button, and then click **Help and Support**. The Help and Support Center provides useful troubleshooting information and includes the following:
  - Link to register your computer
  - System information, including your computer product number, model number, and serial number
  - E-mail support
  - HP Real Time Chat with qualified support specialists
  - Support phone numbers
  - Link to the User Guides for your computer
- 3 If you think you have a hardware issue, before calling the Customer Care Center, run the hardware diagnostic tools that are preinstalled on your computer. Click the **Start** button, **All Programs, PC Help & Tools**, and then click **Hardware Diagnostic Tools**.
- 4 For help online, go to the HP Customer Care Center Web site at:  
**<http://www.hp.com/cposupport/loc/regional.html>**
- 5 If you have not solved the problem, first, call your computer retailer, or second, call the HP Customer Care Center at:  
**Nigeria: (01) 271 2320**  
(08:00–17:00 Central Africa Time)  
**Kenya: +27 11 234 5872**  
(08:00–17:00 Central Africa Time)  
**Republic of Ireland: 1890 92 39 02**  
**Republic of South Africa: 011 234 5872**

**U.K.: 0844 369 0369** (5 p/min.)

In the U.K. and Ireland, for computers bought from PC World, Currys, or Dixons, call:

Repair Service Line: **0844 800 6020**  
(Calls are charged at National Rate)

Software Helpline: **0906 515 1180**  
(Calls are charged at £1.50/min from a BT land line, maximum call duration is 20 minutes)

For out-of-warranty products (U.K. and Ireland only):  
**0906 470 0870** (60 p/min.)

## HP Offices

### Nigeria

Redington Nigeria LTD  
Afprint Compound  
122 - 132 Oshodi  
Apapa Expressway  
P.O. Box 3623  
Isolo  
Lagos  
Nigeria

### Kenya

Redington Kenya LTD  
P.O. Box 383-00606  
Next to Westlands School  
School Lane  
Westlands  
Nairobi  
Kenya

### Republic of Ireland

Hewlett-Packard Ireland Ltd.  
30 Herbert Street  
IRL — Dublin 2

### Republic of South Africa

Hewlett-Packard South Africa  
12 Autumn Road  
Rivonia  
Sandton

### United Kingdom

Hewlett-Packard Ltd.  
Cain Road  
Bracknell  
GB — Berks RG12 1HN

## Protect Your Investment

If available in your country/region, you can upgrade your standard factory warranty for an additional two years by purchasing an HP warranty extension. For more information, please visit our Web site at:

Ireland

<http://www.hp.com/ie/warranty-extension>

U.K.

<http://www.hp.com/uk/warranty-extension>

## Software Support

If you have questions about your software, contact or visit your software vendor Web site at the appropriate Web address below:

### CyberLink

<http://www.cyberlink.com>

## Are You Missing Components?

Check the contents of the computer box after you've purchased your computer. If any components are missing, you have 30 days from the date of purchase to contact HP Customer Care for replacement. After this period, you may be charged for these components.

# Safety Information

For more information, refer to the *Regulatory and Safety Information* document in the User Guides folder. Click the **Start** button, **All Programs**, and then click **User Guides**.



**WARNING: To reduce the risk of electrical shock or damage to your equipment:**

- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
  - Plug the power cord in a grounded (earthed) outlet that is easily accessible at all times.
  - Disconnect power from the equipment by unplugging the power cord from the electrical outlet. To prevent direct exposure to laser beam, do not try to open the enclosure of the CD or DVD drives.
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**WARNING: The computer may be heavy; be sure to use ergonomically correct lifting procedures when moving the computer.**

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**WARNING: To reduce the risk of serious injury read the *Safety & Comfort Guide*. The guide is located on the Web at <http://www.hp.com/ergo>**

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