

**worldwide limited warranty  
and technical support**



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# POCKET PCs

## WORLDWIDE LIMITED WARRANTY AND TECHNICAL SUPPORT

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the original purchaser or lessee. HP 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 workmanship for thirty (30) days or for the remainder of the Limited Warranty Period of the HP hardware product in which they are installed, whichever is longer.

During the Limited Warranty Period, HP 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 HP. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the thirty (30) day Limited Warranty of the spare part. In the unlikely event that your HP product has a recurring failure, HP, at its discretion, may elect to provide you with a replacement unit of HP's choosing that is at least equivalent to your HP branded product in hardware performance. HP 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.

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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 HP; or (d) 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.

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IF YOUR HP BRANDED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. 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.

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## **Software Technical Support**

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by Compaq or HP on the HP branded product or that was included with the HP branded product at the time of your purchase or lease of the product. Technical support for software is available for the first ninety (90) 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 ninety (90) days, technical support for software that was either preinstalled by Compaq or HP on the HP branded product or included with the HP branded product at the time of your purchase or lease of the product is available for a fee.

## **Warranty Period**

The warranty period for handheld products is one (1) year from the date of product purchase. This warranty does not extend to expendable parts.

## **Types of Warranty Service**

If your product needs service, refer to the HP website at [www.hp.com](http://www.hp.com) (United States) or [www.hp.ca](http://www.hp.ca) (Canada). You can also call the Technical Support Center at **1.800.652.6672**. A technical support specialist will help you diagnose the problem. If it is determined your product needs service, the following options are available to you.

### **Pick-up Warranty Service**

If your product needs a hardware repair that is covered under warranty, then HP will deliver packaging and pick up the product from your location. The product will be repaired and delivered to the location of your choice within the same country. HP pays both shipping costs.

### **HP Replaceable Parts Program**

Where available, the HP Replaceable Parts program ships approved replacement parts directly to you to fulfill your warranty. This will save considerable repair time. After you call the Technical Support Center at **1.800.652.6672**, a replaceable part can be sent directly to you. Once the part arrives, call the Technical Support Center. A technician will assist you over the phone to ensure that the installation is quick and easy.

## Service Upgrades

HP offers extra coverage for your product. For information on service upgrades, refer to [www.hp.com](http://www.hp.com).

Service upgrades purchased in one country are NOT transferable to another country.

## Contact Information

- In the United States, refer to the website at [www.hp.com](http://www.hp.com).  
In Canada, refer to the website at [www.hp.ca](http://www.hp.ca).
- 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
- **1.800.652.6672**  
Toll-free technical support in the United States and Canada,  
7 days a week, 24 hours a day
- General product information  
**1.800.345.1518** (United States)  
**1.800.567.1616** (Canada)
- To post questions to Technical Support professionals or to download software files, refer to the website at [www.hp.com](http://www.hp.com).

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