

Fact sheet



HP Digital Camera Service and Support

Overview

The majority of HP digital cameras have a one-year warranty; however, entry-level cameras may receive the same warranty features for 90 days. HP digital cameras are part of HP Total Care, the service and support program recently recognized by J.D. Power and Associates for consistently providing “An Outstanding Customer Service Experience.” HP Total Care delivers 24x7 service, advice, learning and support – in and out of warranty.

Support doesn't end when the warranty does. At no additional charge customers can

- Email tech support and expect a response in about an hour;
- Chat real-time with a tech support agent;
- Access HP's award-winning web site loaded with diagnostic tools, software updates, security tips and troubleshooting hints; and
- Learn about a variety of upgrade and repair options available to them.

Key features of HP Total Care

- HP support professionals are available 24x7 by phone, real-time chat or email.
- HP's Digital Photography Center features free online classes, instruction on camera set-up, tips on how to sharpen picture-taking skills and print professional-quality photos, and access to a library of information at http://www.hp.com/united-states/consumer/dpc/home/home_nf.html.
- HP's unique Automatic Product Detection Tool helps customers locate all their HP product support information.
- HP makes product repair simple. Customers can return the digital camera for repair and HP covers round-trip shipping and handling.

Additional services

- Customers who want the added reassurance of technical assistance beyond the standard limited warranty period can purchase an extended service plan. This provides complete coverage and customers can choose between an additional one or two years.
- HP also offers accidental damage protection to safeguard customers and

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their cameras against unexpected spills, drops, electrical surges or accidents.

- HP Total One covers up to four HP products such as PCs, printers and cameras under one service plan to save customers money.

HP Support is available at www.hp.com/support or by calling +1 800 474 6836 (1-800 HP invent).

J.D. Power and Associates Certified Technology and Support ProgramSM, developed in conjunction with the Service & Support Professionals Association (SSPA). For more information, visit www.jdpower.com or the www.sspa.com.



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