



## 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 recognized by J.D. Power and Associates for consistently providing “An Outstanding Customer Service Experience.”<sup>(1)</sup> 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 in real time with a tech support agent;
- Access HP's award-winning website 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 24/7 by phone, real-time chat or email.
- HP's Digital Photography Center provides 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 [www.hp.com/united-states/consumer/dpc/home/home\\_nf.html](http://www.hp.com/united-states/consumer/dpc/home/home_nf.html).
- HP's Digital Photography Center also features free online classes such as “Beginner's guide to saving, printing, and sharing your digital photos”, “Beyond point and shoot: digital photo techniques” and “Touch up digital photos with Adobe® Photoshop® Elements”.
- HP's Automatic Product Detection Tool identifies a customer's specific product model and provides a direct link to support pages, drivers, content or agent access through chat or email.
- HP makes product repair simple. Customers 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

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years.

- HP SmartFriend for Digital Photography gives consumers with an array of technology questions a place to turn. Customers buy 45- or 75-minute service plans to get many of their digital photography “how to” questions answered on topics such as cropping photos or changing printer settings to enhance photos.
- HP also offers accidental damage protection to safeguard customers and 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.

### Contact details

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[www.hp.com/support](http://www.hp.com/support)

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<sup>(1)</sup> J.D. Power and Associates Certified Technology Service and Support Program<sup>SM</sup>, developed in conjunction with the Service & Support Professionals Association. For more information, visit [www.jdpower.com](http://www.jdpower.com) or [www.thespsa.com](http://www.thespsa.com).

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