



i n v e n t

REFURBISHED BUSINESS PRODUCTS

LIMITED WARRANTY AND TECHNICAL SUPPORT (UNITED STATES ONLY)

If you experience a problem, use one of the following options to communicate with HP:

- Visit “support & drivers” at www.hp.com to post questions to HP Technical Support professionals or to download software files.
- Call the HP Customer Support Center toll free in the United States at **1-800-OK-COMPAQ (1-800-652-6672)**, 24 hours a day, 7 days a week.
- Call **1-800-345-1518** (in the United States only) to access a system for requesting and receiving technical information and much more.

Information in this limited warranty document is subject to change without notice.

Service Upgrades

HP offers limited warranty and technical support upgrades and extensions that allow you to tailor warranty or technical support programs to your needs. To order HP warranty or technical support extensions or upgrades for refurbished products in the United States, call HP Remarketing Services at 1-800-658-1131. Service upgrades purchased in one country are not transferable to another country.

General Terms

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 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, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

This Limited Warranty applies to HP branded and Compaq branded hardware products (collectively referred to in this Limited Warranty as “HP branded products”) sold by or leased from Hewlett-Packard Company, its subsidiaries, affiliates, authorized resellers, or distributors (collectively referred to in this Limited Warranty as “HP”) with this Limited Warranty.

HP warrants that the HP hardware product and all the internal components of the product that you have purchased or leased from HP are free from defects in materials or workmanship under normal use during the Limited Warranty period, or for the remaining warranty period of the Compaq or HP brand computer in which the product is installed, whichever period is longer. Scratches, dents, adhesive marks, and overall external appearance are deemed not to be defects in workmanship or materials on refurbished products and are not covered under the warranty. Third-party software and hardware are not covered under this Limited Warranty.

The Limited Warranty Period starts on the date of purchase or lease from HP. 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 warranty service according to the terms and conditions of this document if a repair to your HP branded hardware is required within the Limited Warranty Period. This Limited Warranty extends only to the original purchaser or lessee of this HP branded product and is not transferable to anyone who obtains ownership of the HP branded product from the original purchaser or lessee.

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.

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.

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 that came with the HP branded product.

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.

These terms and conditions constitute the complete and exclusive warranty agreement between you and HP regarding the HP branded 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, a HP authorized reseller, or an agent or employee of HP - that may have been made in connection with your purchase or lease of the HP branded 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 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. HP IS NOT 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. YOU ARE ADVISED TO CONSULT APPLICABLE STATE LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Software

HP DOES NOT WARRANT SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY HP. HP's only obligations with respect to software distributed by HP under the HP or Compaq brand name are set forth in the applicable end-user license or program license agreement. Non-HP hardware and software products are provided "AS IS." However, non-HP manufacturers, suppliers, or publishers may provide their own warranties directly to you.

Software Technical Support

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by HP or Compaq 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 phone 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 HP or Compaq 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.

Hardware Technical Support

Limited Warranty Service

Technical support for hardware is available for the first year from the date of product purchase. During this Limited Warranty Period, if it is determined through HP online services or through the HP Technical Support Center that your hardware product is defective, HP will provide either pick-up warranty service or replacement parts service. (available in the continental U.S. only). HP is not liable for loss or damage that may occur during transportation of the product. It is recommended that you properly insure your product against risks incurred during shipping.

Pick-up Warranty Service

If your product needs a hardware repair that is covered under warranty and if mail-in warranty service is available in your area, then HP will give you instructions for mailing the product to HP. 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 Service

Where available, the HP Replaceable Parts Program ships approved replacement parts directly to you to fulfill your warranty. This method will save considerable repair time. To take advantage of this program, you must call the HP Technical Support Center at **1-800-652-6672** so that a replaceable part can be sent to you. After the part arrives, call the HP Technical Support Center for installation assistance. (Available in the continental U.S. only)

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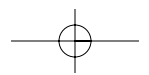
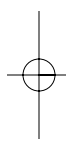
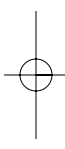
Contacting HP

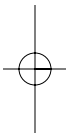
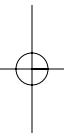
Be sure to have the following information available before you contact HP:

- Product serial number, model name, and model number
- Applicable error messages
- Add-on options
- Operating system
- Third-party hardware or software
- Detailed questions

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