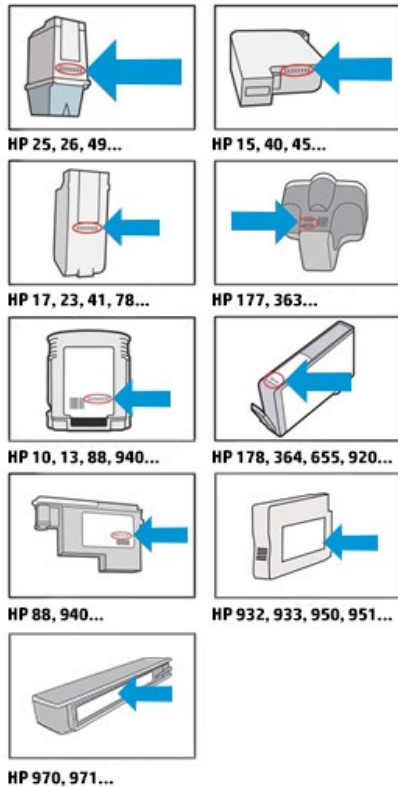




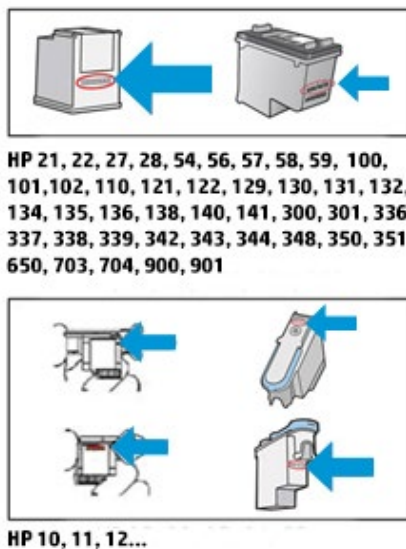
Dealer guide to warranties for small-format HP Inkjet printing supplies

You and your customers can trust the performance and reliability of HP printing products and supplies because HP provides warranties that are fair, easy to understand and simple to manage.

Position of HP Warranty Ends date



Products below may have dates in either indicated location



HP's warranty for inkjet printing supplies

HP's ink cartridges and printheads are warranted to be free from defects in materials and workmanship during the period of the warranty. This warranty pertains to the product when used in its designated HP or authorised OEM printing device. HP will, at HP's option, either refund the purchase price or replace products that prove to be defective. Refer to the printing-device manual for the proper product selection. The product is covered under warranty as long as:

- The Warranty Ends date has not been reached. The Warranty Ends date, in YYYY/MM/DD format, may be found on the product as indicated in the pictures to the left.
- There is still ink available for use (applies to ink cartridges).
- The product has not been refilled, remanufactured, refurbished, misused or tampered with.
- The product has not exceeded its warranted usage as described in the printer manual or contract (applies to HP 10, 11, 14, 940 printheads only).
- The coverage for original printheads ('original' printheads are the printheads that came with the printer) lasts for one year from purchase, or until the "Warranty Ends" date on the printhead, whichever is later. Proof of purchase may be required.

How long does warranty last?

Warranty duration is the length of time between the purchase of the supply and the Warranty Ends date. HP's shipping practices ensure that in all but a few exceptional cases, ink cartridges and printheads leave HP warehouses at least 12 months before the Warranty Ends date, allowing resellers and users to receive HP products well before the Warranty Ends date.

The Warranty Ends date is printed on the packaging (on the back or bottom of the box) and it is also laser etched or labeled on all inkjet products in the format YYYY/MM/DD, (e.g. 2099/09/29).

How to validate HP Inkjet warranties

To resolve claims quickly and efficiently under the terms of the warranty, make the following checks:

- Has the Warranty Ends date passed? Consult pictures on this page to find the Warranty Ends date for the product.
- Is it a genuine HP product? Look for the original HP label and product number. If these are missing, or if the name of another manufacturer or refiller appears, the product is not genuine. If the product is returned with non-HP packaging, double check the label and product number.
- Has it been modified? Check for labels that have been tampered with, refill holes, different caps or plugs on the top or bottom of the product. These are all indications that the product has been refilled or tampered with.
- Is it unused? If the nozzle tape has not been removed, the inkjet print cartridge may never have been used.

- Is it empty? Empty inkjet print or ink cartridges are not covered by the warranty. Empty cartridges can be detected by their weight, but note that tri-colour cartridges should not be weighed to validate this aspect of warranty, nor should HP 178, 364, 655 or 920 ink cartridges.

How to return products

Follow the steps below to return products under warranty terms:

- Ask the customer for a print sample. It is not essential, but it can help HP identify the cause of the problem. If the customer cannot provide a print sample, ask for a brief written comment describing the problem. Most returns are found to be in working order when tested by HP. Comment sheets may be downloaded from HP Smart Portal. Go to www.hp.com/eur/smartportal and, after log-in, follow this path: Post-sales -> Service & support -> Warranty.
- Attach the completed comment sheet and print sample to the cartridge with an elastic band.
- Put the product in the original packaging if it is available. However, do not reapply the printhead tape or put any other tape over the printheads.

Ink expiration is not warranty expiration

To protect the printing system and ensure print quality, some HP ink cartridges have ink expiration dates. If the cartridge still has ink on that date, it either stops operating or displays a warning message that the customer can override. Most HP ink supplies do not have ink expiration dates, so few users are affected.

The ink expiration date is NOT the date stamped or printed on the ink supply - that date is the Warranty Ends date.

The following printers stop operating when an ink cartridge expires: HP Officejet Pro K850, HP Digital Copier Printer 610, all HP Business Inkjet, HP Officejet D series, HP Officejet 7100 series, HP Officejet 9100 series, HP Professional series (2000 and 2500), and HP Color Inkjet cp1160 and cp1700.



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