



Dealer guide to warranties for HP LaserJet printing supplies



It is important that you and your customers can trust the performance and reliability of HP printing products and supplies. For this reason HP provides warranties that are fair, easy to understand and simple to manage. This means that in the unlikely event that your customers experience a problem with defective HP LaserJet printing supplies, the problem can be resolved, providing it falls within the terms of the warranty. We want to ensure that you and your customers understand how HP's warranties work. To help you assess and validate a customer's claim HP has devised this guide to understanding warranties for HP LaserJet printing supplies.

HP's premium protection warranty LaserJet Print cartridges and imaging drums limited warranty statement

This HP product is warranted to be free from defects in materials and workmanship. This warranty does not apply to products that (a) have been refilled, remanufactured or tampered with in any way; (b) experience problems resulting from misuse, improper storage or operation outside of the published environmental specifications for the printer product; or (c) exhibit wear from ordinary use.

To obtain warranty service, return the product to the place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

Related products

HP Monochrome and Color LaserJet Print Cartridges

HP Color LaserJet Drum Kits

HP's premium protection warranty Color LaserJet image fuser kit and image transfer kit limited warranty statement

This HP product is warranted to be free from defects in materials and workmanship until the printer provides a low-life indicator on the control panel.

This warranty does not apply to products that (a) have been refilled, remanufactured or tampered with in any way; (b) experience problems resulting from misuse, improper storage or operation outside of the published environmental specifications for the printer product; or (c) exhibit wear from ordinary use.



To obtain warranty service, return the product to the place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

Related products

HP Color LaserJet Fuser Kits and Transfer Kits

Toner warranty for digital-copier-based MFP product toners

This HP toner is warranted to be free from defects in materials and workmanship. This warranty does not apply to toner supplies that (a) have been refilled or tampered with in any way; or (b) experience problems resulting from misuse, improper storage or operation outside of the published environmental specifications for the printer product.

To obtain warranty service, please return the product to your authorised HP service provider or to the place of purchase. At HP's option, it will either replace products that prove to be defective or refund the purchase price. This warranty is superseded by any service contract under which the product was purchased.

Related products

HP Toner Supplies

LaserJet supplies warranty information

We are committed to providing our customers with a consistently high quality printing experience and we maintain these standards by supplying only original, genuine HP products. Our warranty does not cover products that are emptied, refurbished, remanufactured, misused or modified in any way.

Date of Manufacture on Packaging

The date of manufacture on the toner cartridge box is intended for HP internal processes and may be required to comply with regulatory standards in certain countries. The date of manufacture is not an expiration or "use before" date. There is no expiration date for the use of HP toner cartridges.

Not Covered

Cartridge limited warranty does not cover cartridges which have reached the end of their estimated useful life, or have been refilled, remanufactured, are emptied, are abused, are missing, or are tampered with in any way.

Non-HP Laser Print Cartridge Use

For HP printer products, the use of a non-HP toner cartridge or a refilled toner cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled toner cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.

Returning HP Cartridge Product

In the event the cartridge proves defective, the customer should package the cartridge in the product box (or something similar) and provide name, address, phone number, place of purchase, and a brief description of problem and if possible attach a supplies status page and print sample illustrating the defect. If there is an HP case number, this should be included as well. The paperwork and cartridge should be returned to the place of purchase, where a replacement may be given.

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<http://h10060.www1.hp.com/pageyield/index.html>

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