

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, refurbished, 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, please return the product to 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.

HP Monochrome and Color LaserJet Print Cartridges

e.g. 92274A, 92275A, 92291A, 92295A, C4149A, C4150A, C4151A, C4152A

HP Color LaserJet Drum Kits

e.g. C4153A, C4195A

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 refurbished, 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, please return the product to 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.

HP Color LaserJet Fuser Kits and Transfer Kits

e.g. C4155A, C4156A, C4197A, C4198A, C4154A, C4196A

Toner warranty for digital copier based MFP product toners

This HP toner supply 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.

HP Toner Supplies

e.g. Q3682C, Q5702C, Q5920C, Q5921A

Warranty Statements for HP (original) Color LaserJet and Color LaserJet 5 Supplies

The HP products is warranted to be free from defects in materials and workmanship for 90 days from the date of purchase.

This warranty does not cover products that have been modified, refurbished, remanufactured, misused or tampered with in any way.

This limited warranty gives you specific legal rights. You may have other rights which vary from state to state, province to province and country to country.

HP Color LaserJet and LaserJet 5 Supplies

e.g. C3102A, C3103A, C3104A, C3105A

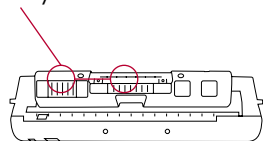
At-a-glance validation checklist

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.

By following this simple checklist, you can not only ensure that genuine warranty claims are resolved quickly and professionally, but also that your customers continue to ask you for original HP products.

(1)

Only HP labels



Is it a genuine HP product?

Check whether the product carries the original HP label and HP product number (1). If not, or if the product carries the name of another manufacturer or refiller, the product is not genuine HP.

Original packaging

If the packaging is returned and is non-HP, double-check whether the cartridge is genuine HP.

Packaging or product damage due to transportation?

If the packaging or product shows damage as a result from transportation (e.g. damaged edges on unopened packaging) this is not a warranty case.

Unused cartridges

Unused cartridges are not covered by warranty.

Modified cartridges

HP's warranty does not cover cartridges/products that have been refilled, refurbished, remanufactured, misused, or tampered with in any way. Inspect the cartridge for original HP labels, metal or plastic clips holding together the cartridge shell (2), scratch marks on the pins (3), and unusual drill holes. Any of these could be indications that the cartridge has been refilled or otherwise tampered with.

Out of warranty date

HP Color LaserJet fuser and transfer kits are not limited to a 1 year warranty as before. Original HP Color LaserJet and Color LaserJet 5 supplies are covered by warranty for 90 days from day of purchase.

Empty/depleted cartridges

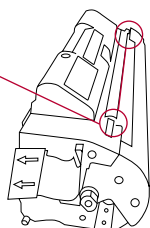
Empty cartridges are not warranty cases. An easy way to determine whether a cartridge is empty is to weigh it (please see table on Connect Online – www.connect-online.hp.com then: /product/supplies/product/product information/HP LaserJet warranty statement.)

Smart print cartridges can additionally be checked by asking the customer to provide a printout of the supplies status page (this will identify whether the cartridge has reached end of life). The status page can be remotely accessed via a web browser and it can be printed out across the network on any other printer.

Alternatively you can insert the cartridge into a printer and check the control panel message.

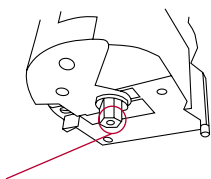
(2)

Clip to hold shells



(3)

Scratch marks



<http://www.hp.com>

This document is for dealer information only. The warranty statements and date code structure can be changed at any time. Only the warranty statements, supplied with the purchase of the respective products, are legally binding. This warranty guide will be updated on a regular basis and can be downloaded from Connect Online – www.connect-online.hp.com. After log-in to Connect Online the path to follow is: /product/supplies/product/product information/HP LaserJet warranty statement.

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