# Terms & Conditions

HP EXTENDED WARRANTY PROMOTION FOR HP INK TANK / HP SMART TANK

ATTENTION: BEFORE PARTICIPATING FOR THE HP EXTENDED WARRANTY PROMOTION, PLEASE CAREFULLY READ THESE TERMS AND CONDITIONS ("Terms"). YOUR REGISTERATION FOR THIS PROMOTION INDICATES THAT YOU HAVE READ AND ACCEPT THESE TERMS AND AGREE TO BE LEGALLY BOUND BY IT. IF YOU PARTICIPATING IN THIS PROMOTION AS A CONSUMER WITHIN THE MEANING OF RELEVANT CONSUMER LEGISLATION IN YOUR COUNTRY, STATE OR TERRITORY, THEN DESPITE ANYTHING TO THE CONTRARY IN THIS TERMS, NOTHING IN THIS TERMS AFFECTS ANY NON EXCLUDABLE STATUTORY RIGHTS OR REMEDIES THAT YOU MAY HAVE UNDER SUCH CONSUMER LEGISLATION AND THIS AGREEMENT IS SUBJECT TO THOSE RIGHTS AND REMEDIES. IF YOU DO NOT AGREE TO THESE TERMS, PLEASE DO NOT REGISTER FOR THIS PROMOTION.

This promotion begins on 1/8/2021 and is valid until notified by HP from time to time ("Promotional Period"). This promotion is applicable to the territories where HP or its HP authorised partners ("Reseller") sell the Eligible HP product (s), as listed under the Table A below:

| Participating Territories |
|---|
| Vietnam |
| Sri Lanka |
| Bangladesh |
| Hong Kong |
| Taiwan |
| China |
| Malaysia |
| Cambodia |
| Laos |
| Myanmar |

Notwithstanding any previous similar promotions, these Terms shall supersede and replace any prior versions of the same. You may review, save or print any part of these Terms. We encourage you to print out a copy of this entire document and refer to it as you benefit from HP Extended Promotion.

1. Object

1.1 This HP Extended Warranty promotion includes: HP's standard commercial warranty (also referred as HP Limited Warranty) plus additions one (1) year of warranty by HP subject to (a) registration at www.hp.com/go/extendedwarranty within sixty (60 ) days after the purchase of the Eligible HP Product(s) (as defined under Section 2 below) and (b) the acceptance of these Terms.

1.2 This HP Extended Warranty is offered by HP at no cost (subject to the HP Limited Warranty Statement terms) and in addition to the HP standard commercial warranty and any contractual, statutory or common law warranty that the end user may be entitled to against the seller of the product under applicable local law. Any contractual or statutory warranty that the end user may be entitled to against the seller of the product or any other person remains unaffected.

1.3 In particular, if you are a consumer, benefits under this commercial warranty extension apply in addition to any statutory rights provided under consumer protection laws related to the nonconforming of goods with the contract of sales. Consumer statutory rights are not limited or affected in any manner by this HP Extended Warranty promotion.

1.4 This HP Extended Warranty promotion shall be subject to the HP Limited Warranty Statement provided with your Eligible HP Producst (as this term is defined below). You can also consult HP Limited Warranty Statement https://www.hp.com/us-en/privacy/limited_warranty.html In case of contradiction between the HP Limited Warranty Statement provided with your Eligible HP Product(s) and the one available online in the link above, the one provided with your Eligible HP Product(s) will prevail.

## 2. Qualifying products under the HP Extended Warranty Promotion

2.1 To be eligible for this promotion, you must purchase a qualifying product ("Eligible HP Product(s)") during the Promotional Period. The Eligible HP Product(s) are as listed under Table B. For avoidance of doubt, the Eligible HP Product (s) is vary by Country.

2.2 In addition, the Eligible HP Product(s) must be supported by HP Customer Service (Eligible HP Product(s) are usually supported for 5 years after the end of manufacture of the products; Please note there is no End of Service notice)

2.3 For your information HP does not track any data without consent by the end user. No tracking or communication with the device is required for this promotion. No communication between HP and the device to obtain the HP Index Code.

## 3. Application for HP Extended Warranty Promotion

3.1 Applications for this HP Extended Warranty promotion must be submitted no later than sixty (60) days after the date of purchase of the corresponding Eligible HP Product(s).

3.2 Applications must be submitted by end user only (i.e., customers purchasing products for their own use).

3.3 Applications are limited to a maximum of fifty (50) Eligible HP Product(s) per each end user.

## 4. Register for HP Extended Warranty Promotion

4.1 To enter the HP Extended Warranty Promotion and make a claim, the following steps must be completed by you:

a. you must purchase an Eligible HP Product(s) and be the end user of the said Eligible HP Product(s);
b. you must fully and correctly register the claim at www.hp.com/go/extendedwarranty and provide the following information accurately and completely in the online HP Extended Warranty Promotion entry form: your first name, your last name, your email address, the Eligible HP Product(s) part number, the Eligible HP Product(s) serial number, and a photograph / scanned copy of the corresponding tax invoice for the sale of the relevant Eligible HP Product(s) (N.B.: tax invoices and delivery dockets, whether handwritten or otherwise, will not be accepted) should be submitted within sixty (60) days of the purchase;
c. the corresponding tax invoice submitted (as referred to in Clause 4(b) above) must contain the following information (unless otherwise expressed to be optional below):
    i. full name (optional);
    ii. contact number (optional);
    iii. Reseller's company name;
    iv. Reseller's company registration number;
    v. Eligible HP Product(s) sold;
    vi. date of purchase of the relevant Eligible HP Product(s); and
    vii. tax invoice number.
d. All claims must be submitted online. Any claim submitted without the required proof of purchase documentation

referred to above (i.e. the tax invoice in respect of the relevant Eligible HP Product(s) will be rejected. All documentation must be submitted and received by HP before the activation of the claim. Any documentation received after the first sixty (60) days of the purchase will be disregarded and the corresponding claim(s) will be declined.

## 5. Proof of purchase

The copy of the proof of purchase (invoice) must contain the following information:

(a) name and address of the Reseller; and
(b) product name/model of the hardware.

## 6. Serial number

If you do not provide the correct serial number, we will not be able to upgrade your standard HP warranty to the HP Extended Warranty as per this promotion.

## 7. Exclusion of Combination with other HP Care Pack Services

If you have purchased already an electronic HP Care Pack and registered it, you are not able to participate in this promotion. When you have registered in this HP Extended Warranty promotion, you will not be able to purchase HP Care Pack Services for the registered product. Therefore, please do not register for this promotion if you would like to benefit from alternative HP Care-Pack services.

## 8. Personal data

HP's Privacy Statement ("HP Privacy Statement") governs the collection and use of any personal data. By submitting your personal data, you agree to the terms of the HP Privacy Statement. Upon request, you can withdraw previous consent granted or request correction, amendment, restriction, anonymization, or deletion of your personal data by clicking this link. In certain cases, your request may be denied on the basis of a legitimate exception such as where making the information available would reveal personal data about another person or where we are legally prevented from disclosing such information.

## 9. General

9.1 Should you not comply with these Terms; HP is entitled not to provide the additional years of HP Extended Warranty for the registered HP Eligible Product(s). Any failure to meet the conditions at any time will invalidate the claim and end the Agreement.

9.2 HP reserve the rights not to process any promotions registration that are incomplete or contain false statements.

9.3 To the fullest extent permitted under the law, HP reserves the right to withdraw this promotion or amend, modify and change this Terms as it deems fit. (Note: Not applicable for Australia)

9.4 Once registered, HP Extended Warranty shall be extended to and comply with these Terms in its entirety.

9.5 To the fullest extent where it is permitted under the applicable law, HP will accept no responsibility for late, lost or misdirected mail. Further, HP shall not be liable for any loss or damage whatsoever incurred (including, without limitation,

indirect, consequential or economic loss), or for any personal injury sustained as a result of participating in this HP Extended Warranty Promotion, except for liabilities not excluded by law. Further, to the fullest extent permitted by law, HP excludes liability for any problems or technical malfunction of any telephone network or lines, computer online systems, servers, or providers, computer equipment, software, technical problems or traffic congestion on the Internet or any website, or any unauthorized intervention, or any combination thereof, including any non-delivery or corruption of entries to HP, injury or damage to you or any other person's computer related to or resulting from participation in or downloading any materials in this HP Extended Warranty Promotion. The use of any automated entry software or any other mechanical or electronic means that allows you to automatically enter repeatedly is prohibited and will render all entries submitted by you invalid.

9.6 To the fullest extent where it is permitted under the applicable laws, you agrees to release, indemnify and hold harmless HP and each of their respective parent companies, subsidiaries, affiliates, partners, representatives, agents, successors, assigns, employees, officers and directors (collectively, the "Released Entities"), from any and all liability, for loss, harm, damage, injury, cost or expense whatsoever, including without limitation property damage, personal injury and/or death which may occur in connection with, preparation for, or participation in this promotion, in any promotion-related activity and for any claims based on publicity rights, defamation, misappropriation, false association, breach of privacy laws, copyright infringement, trademark infringement or any other intellectual property related cause of action and/or breach of contract.

9.7 Any disputes arising out of or otherwise relating to this Terms, whether based on contract, tort, fraud, or any other legal theory, shall be governed by the law in force in the jurisdiction in which You currently reside without regard to its conflict-of-law principles.

Table A:

| Code | Qualifying HP Products |
|---|---|
| 2LB19A | HP INK TANK 115 |
| Z6Z11A | HP INK TANK 310 EM AIO LO WW |
| Z4B04A | HP INK TANK 315 EM AIO BASE WW |
| Z6Z13A | HP INK TANK 319 EM AIO HI WW |
| Z6Z95A | HP INK TANK 410 EM WL LO WW |
| Z4B53A | HP INK TANK 415 EM WL BASE WW |
| Z6Z97A | HP INK TANK 419 EM WL HI WW |
| 4SR29A | HP Smart Tank 500 |
| 3YW73A | HP Smart Tank 519 |

Terms and conditions updated on September 2021.