Terms & Conditions

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

ATTENTION: BEFORE PARTICIPATING IN THE HP EXTENDED WARRANTY PROMOTION ("PROMOTION"), PLEASE READ THESE TERMS AND CONDITIONS ("TERM") CAREFULLY. YOUR REGISTRATION FOR THIS PROMOTION INDICATES THAT YOU HAVE READ AND ACCEPTED THESE TERMS AND AGREE TO BE LEGALLY BOUND BY THEM. IF YOU ARE PARTICIPATING IN THIS PROMOTION AS A CONSUMER WITHIN THE MEANING OF THE RELEVANT CONSUMER LEGISLATION IN YOUR COUNTRY, STATE OR TERRITORY, THEN DESPITE ANYTHING TO THE CONTRARY IN THESE TERMS, NOTHING IN THESE TERMS AFFECTS ANY NON- EXCLUDABLE STATUTORY RIGHTS OR REMEDIES THAT YOU MAY HAVE UNDER SUCH CONSUMER LEGISLATION AND THESE TERMS ARE 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This promotion begins on 1st October 2021 and is valid until withdrawn by HP by notification from time to time ("Promotional Period"). This Promotion is applicable to the territories, as listed in Table A below, where HP or its authorized partners ("Resellers") sell the Eligible HP product(s).

Participating Territories
Singapore

You may review, save or print any part of these Terms. We encourage you to print a copy of this entire document and refer to it as you benefit from the Promotion.

1. Object

1.1 This Promotion includes: HP's standard commercial warranty (also referred as the "HP Limited Warranty" plus an additional one (1) year warranty by HP subject to (a) registration for the Promotion 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) your acceptance of these Terms.

1.2 This HP Extended Warranty under this Promotion is offered by HP in addition to HP's standard commercial warranty and any contractual, statutory or common law warranties that the end user may be entitled to against the seller of the Eligible HP Products under applicable law. Any contractual, statutory or common law warranties that the end user may be entitled to against the seller of the Eligible Products, or any other person, remain unaffected.

1.3 In particular, any statutory rights you may be entitled to under any applicable consumer protection legislation in your country, state, or territory, are not limited or affected in any manner by this Promotion.

1.4 This Promotion, are the extended warranty provided under it, shall be subject to the terms of the HP Limited Warranty Statement provided with your Eligible HP Product(s) (as this term is defined below). You can also consult the HP Limited Warranty Statement available online at https://www.hp.com/us-en/privacy/limited_warranty.html In the event of conflict between the HP Limited Warranty Statement provided with your Eligible HP Product(s) and the HP Limited Warranty Statement available online via the link above, the terms of the statement 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") during the Promotional Period. The Eligible HP Product(s) are listed under Table B below.

2.2 In addition, the Eligible HP Product(s) purchased must be supported by HP Customer Service (Eligible HP Product(s) are usually supported for five (5) years after the end of manufacture of the said products. Please note there will be no End-of-Service notice provided)

2.3 For your information HP does not track any data without consent by the end user. No tracking or communication with the Eligible HP Product(s) is/are required for this Promotion.

3. Application for HP Extended Warranty Promotion

3.1 Applications for this 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 the end user of the Eligible HP Product(s) only (i.e., end user customers purchasing the said products for their own personal use).

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

4. Register for HP Extended Warranty Promotion

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

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 Promotion entry form: your first name, your last name, your email address, the part number(s) of the Eligible HP Product(s), the serial number(s) of the Eligible HP Product(s), and a photograph / scanned copy of the corresponding tax invoice for the sale and purchase of the relevant Eligible HP Product(s) (N.B.: Handwritten tax invoices and delivery dockets, whether handwritten or otherwise, will not be accepted);
c. the corresponding tax invoice submitted (as referred to in Clause 4.1(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 and address;
    iv. Reseller's company registration number;
    v. Eligible HP Product(s) sold (setting out the product name or model of the product(s));
    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 sixty (60) days from the date of purchase of the relevant Eligible HP Product(s) will be disregarded and the corresponding claim(s) will be declined.

5. 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.

6. Exclusion of Combination with other HP Care Pack Services

If you have already purchased a HP Care Pack and registered it, you will not be eligible to participate in this Promotion. Once you have registered for this Promotion, you will not be able to purchase HP Care Pack Services for the registered Eligible HP Product(s). Therefore, please do not register for this Promotion if you would like to benefit from alternative HP Care-Pack services.

7. Personal data

HP's Privacy Statement at - HP Privacy Central | HP® Official Site ("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: HP Privacy Central | HP® Official Site. 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.

8. General

8.1 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 set out in these Terms at any time will invalidate the claim and end your participation in this Promotion.

8.2 HP reserves the right not to process any Promotion registrations that are incomplete or contain false statements.

8.3 To the fullest extent permitted by the law, HP reserves the right to withdraw this promotion or amend, modify and change these Terms as it deems fit.

8.4 Once successfully registered, the HP Extended Warranty for the relevant Eligible HP Product(s) shall be extended.

8.5 To the fullest extent permitted law:-

(a) HP accepts no responsibility for late, lost, or misdirected mail;

(b) 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 your or any other person's computer, or other device relating to or arising out of participation in (or downloading any materials related to), and;

(c) save for liabilities which cannot be excluded by law and save to the extend caused by HP, you agree to release indemnify, and hold harmless HP and each of its 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 arising out of or in connection with: preparation for or participation in this Promotion and in any Promotion-related activity, any claims based on publicity rights, defamation, misappropriation, dales association, breach of privacy laws, copyright infringement, trademark infringement or any other intellectual property-related cause of action, and/or your breach of there Terms or any applicable law.

8.6 The use of any automated entry software or any other mechanical or electronic means that allows you to

automatically enter and submit entries under this Promotion repeatedly is prohibited and will render all entries submitted by you invalid.

8.7 Applicable for Singapore only: Within these Terms, "HP" shall refer to HP PPS Singapore (Sales) Pte. Ltd.

8.8 Any disputes arising out of or otherwise relating to the Promotion and these Terms, whether based on contract, tort, fraud, or any other legal theory, shall be governed by the law in force in the jurisdiction where HP is registered without regards to its conflicts-of-laws principles.

Table B:

Code	Eligible Products
Z4B04A	HP INK TANK 315 EM AIO BASE WW
Z6Z13A	HP INK TANK 319 EM AIO HI WW
4SR29A	HP Smart Tank 500
1TJ09A	HP Smart Tank 515
Y0F71A	HP Smart Tank 615

Terms and conditions updated on September 2021.