Terms & Conditions

3 Year HP Commercial Warranty for selected HP LaserJet models

ATTENTION: BEFORE REGISTERING FOR THE HP 3-YEAR COMMERCIAL WARRANTY PROMOTION, PLEASE CAREFULLY READ THESE TERMS AND CONDITIONS ("TERMS"). YOUR REGISTRATION FOR THIS PROMOTION INDICATES THAT YOU HAVE READ AND ACCEPT THESE TERMS AND AGREE TO BE LEGALLY BOUND BY THEM. IF YOU DO NOT AGREE TO THESE TERMS, PLEASE DO NOT REGISTER FOR THE PROMOTION.

This promotion begins on January 2019, is valid until terminated by HP and is applicable to all countries in Europe Middle East and Africa, where HP or its HP authorised partners sell the Eligible HP Printer(s), as defined below. Notwithstanding previous similar promotions, these terms and conditions 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 the HP 3-year commercial warranty promotion.

1. Object

1.1. This 3-year HP commercial warranty promotion includes: HP's standard 1-year commercial warranty (also referred as HP Limited Warranty) plus 2 additional years of commercial warranty by HP subject to (a) registration at www.hp.com/go/3yearcommercialwarranty within 60 days of purchase of your Eligible HP Printer (as this term is defined in section 2 below) and (b) the acceptance of these Terms.

1.2. This HP commercial warranty extension for two additional years is offered by HP at no cost (subject to the HP Limited Warranty Statement terms) and in addition to the HP standard 1-year 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 extend commercial warranty promotion. For further information, please consult the following link: Consumer Legal Guarantee.

1.4. Please note that as for the first year, the 2 additional years of HP commercial warranty will be subject to the HP Limited Warranty Statement provided with your Eligible HP Printer (as this term is defined below). You can also consult the HP Limited Warranty Statement here. In case of contradiction between the HP Limited Warranty Statement provided with your Eligible HP Printer and the one available online in the link above, the one provided with your Eligible HP Printer will prevail.

2. Qualifying Printers

2.1. To be eligible for this promotion, you must purchase a qualifying printer ("Eligible HP Printer") during the promotional period. The qualifying printers are listed in Table A.

2.2. In addition, the Eligible HP Printer must be supported by HP Customer Service (Eligible HP Printers are usually supported for 5 years after the end of manufacture of the product; please note there is no End of Service notice).

3. Use of Original HP Supplies

3.1. You are eligible for the additional 2 years of HP commercial warranty at no cost (subject to the HP Limited Warranty Statement terms) only if you use original HP Toner ("Original HP Supplies") recommended for use on the Eligible HP

Printers.

3.2. The use of non-HP or refilled cartridges will void the additional 2 years HP commercial warranty, but it will not cancel your standard 1-year HP commercial warranty. However, if during the standard 1-year HP commercial warranty the Eligible HP Printer manifests a defect and such failure or damage is attributable to the use of a non-HP or refilled cartridge, HP will charge its standard time and materials charges to service the HP Eligible Printer for the particular failure or damage. See the HP Limited Warranty Statement provided with your HP printer or click here for more information.

3.3. If requested by HP, you will have to demonstrate the exclusive use of Original HP Supplies by providing the Cartridge Index obtained from an Eligible HP Printer to an authorised HP customer service representative. The Cartridge Index is a unique 8-digit HP index code generated on the Eligible HP Printer, at the time of service. When provided, the HP index code is an alphanumeric guide that reflects the ratio of original-HP and non-HP supplies used during the life of the printer.

3.4. The authorised HP customer service representative will provide all necessary instructions for retrieving the Cartridge Index. The Cartridge Index may be obtained from:

a. a printed configuration page from an Eligible HP Printer; or
b. the embedded web server for an Eligible HP Printer; or
c. the control panel of select devices.

3.5. Please note that 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 is necessary to obtain the HP Index Code.

4. Application for HP 3-year commercial warranty

4.1. Applications for this 3-year HP commercial warranty promotion must be submitted no later than 60 days after the date of purchase of the corresponding Eligible HP Printer.

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

4.3. Applications are limited to a maximum of 50 Eligible HP Printers per each single end user.

5. How does the HP 3-Year Commercial Warranty promotion work?

5.1. You can register for this promotion at: www.hp.com/go/3yearcommercialwarranty. You must provide HP with all the mandatory information requested at the above registration website.

5.2. You will also be required to submit to HP the serial number and product code of the newly purchased Eligible HP Printer, and personal details such as name, address, postcode and email. In addition, a copy of a dated sales or delivery receipt showing the date of purchase, name of the authorised HP reseller or retailer and product description ("Proof of Purchase") of the new Eligible HP printer must be made available/sent to HP.

5.3. You can use any of the following methods to provide the Proof of Purchase:

a. Customers can upload the Proof of Purchase documents at the time of registering at:

www.hp.com/go/3yearcommercialwarranty;

b. Send the Proof of Purchase documents by
Fax : +49 7031 7632 5111

Post:

HP
c/o TechProtect GmbH
Promotion Services
Postfach 1242
D-71088 Holzgerlingen
GERMANY

Email: promotions@gps1.hp.com

If you are sending us the Proof of Purchase by fax, post or email, it is mandatory that (i) you mention the promotion registration request reference number and (ii) that you do so within fourteen (14) days of your visit to the registration website. Without presentation of proof of purchase within this time, your request to register for the promotion will be cancelled.

6. Serial number

If you do not provide the correct serial number, we will not be able to upgrade your standard HP 1-year warranty to the HP 3-year commercial warranty.

7. Exclusion of combination with other HP Care Pack Services

If you have already purchased an electronic HP Care Pack and registered it, you are not able to participate in this promotion. When you have registered for this 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:

a. you do not intend to use Original HP Supplies only or comply with other conditions set forth in these Terms; or
b. you would like to benefit from alternative HP Care Pack services beyond the standard HP 1-year commercial warranty.

8. Personal data

HP's Privacy Statement at http://www8.hp.com/us/en/privacy/privacy.html 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, anonymisation or deletion of your personal data by clicking this link: https://www.hp.com/us-en/privacy/ww-privacy-form.html. 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.

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9. General

9.1. Should you not comply with these Terms, HP is entitled not to provide the 2 additional years of HP commercial warranty for the registered product. Any failure to meet the conditions at any time will invalidate the claim and end the Agreement.

9.2. Promotion registrations that are incomplete or that contain false statements cannot be processed.

9.3. HP may withdraw this promotion and/or change its terms at any time, without notice.

9.4. Once registered, the HP commercial warranty will be extended to 3 years only if you have used original HP Supplies and comply with these Terms in their entirety.

Table A:

Code	Qualifying HP Products	warranty extension	Product available until
W1A53A	HP LaserJet Pro M404dn	HP 3 years Extended Services	30/11/2024
W1A56A	HP LaserJet Pro M404dw	HP 3 years Extended Services	30/11/2024
W1A52A	HP LaserJet Pro M404n	HP 3 years Extended Services	30/11/2024
3PZ15A	HP LaserJet Enterprise M406dn	U9ZS8E - HP 3 years Extended Services	30/11/2024
W1A28A	HP LaserJet Pro MFP M428dw	HP 3 years Extended Services	30/11/2024
W1A29A	HP LaserJet Pro MFP M428fdn	HP 3 years Extended Services	30/11/2024
W1A30A	HP LaserJet Pro MFP M428fdw	HP 3 years Extended Services	30/11/2024
3PZ55A	HP LaserJet Enterprise MFP M430f	U9ZS8E - HP 3 years Extended Services	30/11/2024
W1Y44A	HP Color LaserJet Pro M454dn	HP 3 years Extended Services	30/11/2024
W1Y45A	HP Color LaserJet Pro M454dw	HP 3 years Extended Services	30/11/2024
3PZ95A	HP Color LaserJet Enterprise M455dn	U9ZS8E - HP 3 years Extended Services	30/11/2024
W1A77A	HP Color LaserJet Pro M479dw	HP 3 years Extended Services	30/11/2024
W1A79A	HP Color LaserJet Pro M479fdn	HP 3 years Extended Services	30/11/2024
W1A80A	HP Color LaserJet Pro M479fdw	HP 3 years Extended Services	30/11/2024
W1A78A	HP Color LaserJet Pro M479fnw	HP 3 years Extended Services	30/11/2024
3QA55A	HP Color LaserJet Enterprise MFP M480f	U9ZS8E - HP 3 years Extended Services	30/11/2024
J8H61A	HP LaserJet Pro M501dn	U9ZS8E - HP 3 years Extended Services	30/11/2024
1PV87A	HP LaserJet Enterprise M507dn	U9ZS8E - HP 3 years Extended Services	30/11/2024

1PV88A	HP LaserJet Enterprise M507x	U9ZS8E - HP 3 years Extended Services	30/11/2024
1PV64A	HP LaserJet Enterprise MFP M528dn	U9ZS8E - HP 3 years Extended Services	30/11/2024
1PV65A	HP LaserJet Enterprise MFP M528f	U9ZS8E - HP 3 years Extended Services	30/11/2024
1PV67A	HP LaserJet Enterprise MFP M528z	U9ZS8E - HP 3 years Extended Services	30/11/2024
7ZU81A	HP Color LaserJet Enterprise M554dn	U9ZS8E - HP 3 years Extended Services	30/11/2024
7PS84A	HP LaserJet Enterprise M611dn	U9ZS8E - HP 3 years Extended Services	30/11/2024
7PS86A	HP LaserJet Enterprise M612dn	U9ZS8E - HP 3 years Extended Services	30/11/2024
7PT00A	HP LaserJet Enterprise MFP M636fh	U9ZS8E - HP 3 years Extended Services	30/11/2024
7PS98A	HP LaserJet Enterprise MFP M635fht	U9ZS8E - HP 3 years Extended Services	30/11/2024
7PS97A	HP LaserJet Enterprise MFP M635h	U9ZS8E - HP 3 years Extended Services	30/11/2024
7PS99A	HP LaserJet Enterprise Flow MFP M635z	U9ZS8E - HP 3 years Extended Services	30/11/2024
7PT01A	HP LaserJet Enterprise Flow MFP M636z	U9ZS8E - HP 3 years Extended Services	30/11/2024
2Z605F	HP LaserJet Pro 4002dn	HP 3 years Extended Services	30/11/2024
2Z606F	HP LaserJet Pro 4002dw	HP 3 years Extended Services	30/11/2024
2Z622F	HP LaserJet Pro MFP 4102dw	HP 3 years Extended Services	30/11/2024
2Z623F	HP LaserJet Pro MFP 4102fdn	HP 3 years Extended Services	30/11/2024
2Z624F	HP LaserJet Pro MFP 4102fdw	HP 3 years Extended Services	30/11/2024
4RA87F	HP Color LaserJet Pro 4202dn	HP 3 years Extended Services	30/11/2024
4RA88F	HP Color LaserJet Pro 4202dw	HP 3 years Extended Services	30/11/2024
4RA83F	HP Color LaserJet Pro MFP 4302dw	HP 3 years Extended Services	30/11/2024
4RA84F	HP Color LaserJet Pro MFP 4302fdn	HP 3 years Extended Services	30/11/2024
5HH64F	HP Color LaserJet Pro MFP 4302fdw	HP 3 years Extended Services	30/11/2024
6QN28A	HP Color LaserJet Enterprise 5700dn	U9ZS8E - HP 3 years Extended Services	30/11/2024
6QN29A	HP Color LaserJet Enterprise MFP 5800dn	U9ZS8E - HP 3 years Extended Services	30/11/2024

6QN30A	HP Color LaserJet Enterprise MFP 5800f	U9ZS8E - HP 3 years Extended Services	30/11/2024
58R10A	HP Color LaserJet Enterprise Flow MFP 5800zf	U9ZS8E - HP 3 years Extended Services	30/11/2024
6QN33A	HP Color LaserJet Enterprise 6700dn	U9ZS8E - HP 3 years Extended Services	30/11/2024
58M42A	HP Color LaserJet Enterprise 6701dn	U9ZS8E - HP 3 years Extended Services	30/11/2024
6QN35A	HP Color LaserJet Enterprise MFP 6800dn	U9ZS8E - HP 3 years Extended Services	30/11/2024
6QN36A	HP Color LaserJet Enterprise Flow MFP 6800zf	U9ZS8E - HP 3 years Extended Services	30/11/2024
6QN37A	HP Color LaserJet Enterprise Flow MFP 6800zfsw	U9ZS8E - HP 3 years Extended Services	30/11/2024
6QN38A	HP Color LaserJet Enterprise Flow MFP 6800zfw+	U9ZS8E - HP 3 years Extended Services	30/11/2024
76H10A	HP Color LaserJet Enterprise Flow MFP 6801zfsw	U9ZS8E - HP 3 years Extended Services	30/11/2024
76H11A	HP Color LaserJet Enterprise Flow MFP 6801zfw+	U9ZS8E - HP 3 years Extended Services	30/11/2024

Terms and conditions updated on September 2018