



Terms & Conditions

warranty extension for HP Ink Tank / HP Smart Tank

Notwithstanding previous similar promotions, these terms and conditions supersede and replace any prior versions of the same. By participating, you agree to these terms and conditions and to the decisions of HP being final and binding in all respects.

1. Object

This Extended Services promotion includes: HP Limited Warranty plus support subject to registration and acceptance of HP terms and conditions. If you are a consumer, HP Extended Services' benefits apply in addition to any statutory rights provided under consumer protection laws related to nonconforming of goods with the contract of sales. Consumer statutory rights are not limited or affected in any manner by HP Extended Services. For further information please consult the following link: [Consumer Legal Guarantee](#).

These services are offered by HP at no cost and in addition to the manufacturer guarantee 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.

The additional support will start when the HP Limited Warranty ends and are subject to the standard HP support T&C available [here](#).

2. Qualifying products

To be eligible for the promotion the purchase of a qualified product during the promotional period will be indispensable.

The qualifying products are listed in Table A.

3. Eligibility Criteria – An end user may claim services at no cost, only if all following criteria are met:

3.1. the Eligible HP Product is supported by HP Customer Service (Eligible HP Products are usually supported for 5 years after the end of manufacture of the product; please note there is no End of Service notice).

Please note that HP does not track any data without consent by the user. No tracking or communication with the device is required for this program. No communication between HP and the device is necessary to obtain the HP Index Code.

4. Application for Extended Services

4.1. Applications for qualifying HP products must be submitted no later than 60 days after the date of the product purchase.

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

4.3. Applications are limited to a maximum of 50 unit(s) per end user customer.



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5. Offer requests

The claimant can obtain information and register on the web site for this promotion at the address:

www.hp.com/eu/warrantyextension in order to claim this Extended Services, a customer has to provide HP with all the mandatory information requested on the website.

The participant will also be required to submit to HP through the Internet interface the serial number and product code of the eligible newly purchased HP printing device, personal details such as name, address, postal code, e-mail. In addition, a copy of the proof of purchase of the new HP original printing device must be made available/sent to HP.

The following methods to provide the proof of purchase can be used:

- a. Customers can upload the proof of purchase documents at the time of registering at:

www.hp.com/eu/warrantyextension;

- b. Customers can 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

mail: promotions@gps1.hp.com

If you are sending us the invoice by fax, post or email, it is mandatory that you mention the order number on the invoice.

Please send us a copy of the invoice of the product within fourteen (14) days of your visit on the website if you haven't downloaded it on the website. Without any presentation of this invoice within this time, your request will be cancelled.

6. Proof of purchase

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

- i name and address of the reseller,
- i product name/model of the hardware.



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7. Serial Number Requirement

If you do not provide the correct serial number we will not be able to upgrade your standard warranty to the Extended Services.

8. 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 promotion, you will not be able to purchase another HP Care Pack Services for the registered product.

9. General

9.1. Should you not comply with the present terms and conditions, HP is entitled not to provide the Extended Services 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. Privacy, Data Collection/Use by HP. 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, anonymization, or deletion of your person data by clicking this link: <https://h41268.www4.hp.com/live/index.aspx?qid=3394>. In certain cases, your request may be denied on the basis of a legitimate exception such as where making the information would reveal personal data about another person or where we are legally prevented from disclosing such information.

Table A:

Code	Qualifying HP Products	HP Care Pack
Z4B04A	HP Ink Tank 315 All-in-One	U9UC1E - HP 2 year Standard Exchange MFP Page Limit
Z6Z13A	HP Ink Tank 319 All-in-One	U9UC1E - HP 2 year Standard Exchange MFP Page Limit
Z4B53A	HP Ink Tank Wireless 415 All-in-One	U9UC1E - HP 2 year Standard Exchange MFP Page Limit
Z6Z97A	HP Ink Tank Wireless 419 All-in-One	U9UC1E - HP 2 year Standard Exchange MFP Page Limit
4SR29A	HP Smart Tank 500	UA5C2E - HP 3y return to depot MFP Page Limit
1TJ09A	HP Smart Tank 515	UA5C2E - HP 3y return to depot MFP Page Limit
4SB24A	HP Smart Tank 530	UA5C2E - HP 3y return to depot MFP Page Limit
Y0F71A	HP Smart Tank 615	UA5C2E - HP 3y return to depot MFP Page Limit



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Terms and conditions updated September 2018.