Terms & Conditions

3 Year HP Commercial Warranty for HP LaserJet / Neverstop selected printers

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

This promotion begins on 2017/11/01, 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 product(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/eu/3yearwarranty within 60 days after the purchase of your Eligible HP product (as this term is defined in section 2 below) and (b) the acceptance of these Terms.

1.2. This HP commercial warranty extension for 2 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. The 3-year of HP commercial warranty will be subject to the HP Limited Warranty Statement provided with your Eligible HP product (as this term is defined below). You can also consult HP Limited Warranty Statement here. In case of contradiction between the HP Limited Warranty Statement provided with your Eligible HP product and the one available online in the link above, the one provided with your Eligible HP product will prevail.

2. Qualifying products

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

2.2. In addition, the Eligible HP product must be 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).

2.3. 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.

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3. Application for HP 3-year commercial warranty

3.1. 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 product.

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 50 Eligible HP products per each single end user.

4. Register for the HP 3-year Commercial Warranty promotion

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

4.2. You will also be required to submit to HP the serial number and product code of the newly purchased Eligible HP product, 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 product must be made available/sent to HP.

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

a. Upload the Proof of Purchase at the time of registering at: www.hp.com/eu/3yearwarranty;

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

   Mail: 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 on the registration website. Without presentation of proof of purchase within this time, your request to register for the promotion will be cancelled.

5. Proof of purchase

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

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

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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 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 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 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.

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-year and comply with these Terms in its entirety.

Table A:

Code	Qualifying HP Products	HP Commercial Warranty	Product available until
T6B70A	HP Color LaserJet Pro MFP M180n	UH764E - HP 3 year Care Pack with Return to Depot	2024/11/30
T6B71A	HP Color LaserJet Pro MFP M181fw	UH764E - HP 3 year Care Pack with Return to Depot	2024/11/30
T6B59A	HP Color LaserJet Pro M254nw	UG289E - HP 3 year Care Pack with Return to Depot	2024/11/30
T6B60A	HP Color LaserJet Pro M254dw	UG289E - HP 3 year Care Pack with Return to Depot	2024/11/30

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7KW56A	HP Color LaserJet Pro MFP M183fw	UH764E - HP 3 year Care Pack with Return to Depot	2024/11/30
7KW54A	HP Color LaserJet Pro MFP M182n	UH764E - HP 3 year Care Pack with Return to Depot	2024/11/30
7KW64A	HP Color LaserJet Pro M255dw	UG289E - HP 3 year Care Pack with Return to Depot	2024/11/30
7KW63A	HP Color LaserJet Pro M255nw	UG289E - HP 3 year Care Pack with Return to Depot	2024/11/30
T6B80A	HP Color LaserJet Pro MFP M280nw	UH764E - HP 3 year Care Pack with Return to Depot	2024/11/30
7KW72A	HP Color LaserJet Pro MFP M282nw	UH764E - HP 3 year Care Pack with Return to Depot	2024/11/30
T6B81A	HP Color LaserJet Pro MFP M281fdn	UH764E - HP 3 year Care Pack with Return to Depot	2024/11/30
7KW74A	HP Color LaserJet Pro MFP M283fdn	UH764E - HP 3 year Care Pack with Return to Depot	2024/11/30
T6B82A	HP Color LaserJet Pro MFP M281fdw	UH764E - HP 3 year Care Pack with Return to Depot	2024/11/30
7KW75A	HP Color LaserJet Pro MFP M283fdw	UH764E - HP 3 year Care Pack with Return to Depot	2024/11/30
4RY22A	HP Neverstop 1000a	UB5A0E - Return to Depot, HW Support, 3 year	2024/11/30
5HG74A	HP Neverstop 1000n	UB5A0E - Return to Depot, HW Support, 3 year	2024/11/30
4RY23A	HP Neverstop 1000w	UB5A0E - Return to Depot, HW Support, 3 year	2024/11/30
4QD21A	HP Neverstop 1200a	UB4Y8E - Return to Depot, HW Support, 3 year	2024/11/30
5HG87A	HP Neverstop 1200n	UB4Y8E - Return to Depot, HW Support, 3 year	2024/11/30
4RY26A	HP Neverstop 1200w	UB4Y8E - Return to Depot, HW Support, 3 year	2024/11/30

Terms and conditions updated on June 2019.