

# HP HK Supplies (Toner, Ink, & Cartridges) Warranty Replacement Policy



## Terms and Conditions

### All warranty claim must be attached with:

1. Purchase invoice
2. Original print sample from faulty cartridge illustrating print problem
3. A written description of problem nature and/or the error message with printer model used when problem occurred.
4. Supplies Status Page / Diagnostic Page / Configuration Page
5. Defective Cartridge – with its original packaging (where possible)
6. Filled HP supplies replacement claim form.

### All warranty claims must meet HP warranty replacement terms and criteria as follows:

1. Must be Genuine / Original HP Product
2. Must not be abused, refilled, misused or tampered with
3. Must not be empty / depleted
4. Must not be out of weight range
5. Must be within warranty period
  - Warranty end date as found the ink cartridge body
  - Limited Lifetime warranty on cartridge life for toner cartridges
6. No exhibition of wear from ordinary use

7. Must not be unused / unopened / damage arising from shipment handling
8. Problem is not arising from importer usage / handling / storage by use.
9. Special note for Ink or Toner cartridges, the warranty coverage extends until the HP supplies is depleted, EOL (End Of Life) or the 「Warranty Ends」 date has been reached, whichever occurs first.
10. For printheads and Image Drum, the coverage extends until the 「Warranty Ends」 date has been reached or the warranted usage limit has been reached, whichever occurs first.

**If you need more information about HP product, please contact HP anti-counterfeiting hotline at (+852) 25466664 for more information and enquiries.**

### Support Web Link

For more support about HP product, please visit :

<http://www8.hp.com/hk/en/support.html>

If you want order HP Original Supplies, please visit :

<https://h30042.www3.hp.com/SureSupply/>

For Privacy Policy, please visit :

<http://welcome.hp.com/country/hk/en/privacy.html>

For more supplies warranty information, please visit :

<http://h20423.www2.hp.com/program/printingsupplies/hk/en/warranty.asp>

## HP Supplies Service Centre Address, Operating Hour and Enquiry hotline

District	Authorized Centre	Address	Service Hours	Contact Number
HK Island	IXIX Distribution Limited	Rm 301, 3/F, Eastern Harbour Center, 28 Hoi Chak St, Quarry Bay, HK (Please use Car Park Entrance )	Mon - Fri : 10:00 - 12:45, 14:30 - 17:00 Closed on Saturdays, Sundays & Public Holidays	(+852) 2565 1682
Kowloon	Universal Electronics Ltd	Unit 502, 5/F, Sunbeam Center, 27 Shing Yip Street, Kwun Tong, Kowloon	10:00 - 12:30 & 14:00 - 16:30 Closed on Saturdays, Sundays & Public Holidays	(+852) 2529 4433
New Territories	SYNNEX Technology International (HK) Ltd	Unit A, 1/F, Wyler Centre I, 202-210 Tai Lin Pai Road, Kwai Chung, New Territories	Mon - Fri : 10:00 - 17:45 Closed on Saturdays, Sundays & Public Holidays	(+852) 2347 2038

- HP Reserves its right to reject any warranty claim that does not meet the above criteria's on replacement policy
- HP reserves its right to change / cancel the policy without notice
- HP is not responsible for the services and commitment on warranty offered by HP dealers / HP Partners
- Customer must check to ensure that the replacement / rejected units returned by ECP matches the original claim units before acknowledging receipt
- Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
- Any disputes thereafter shall not be entertained
- HP reserve its right to release the replacement cartridges that is not collected from our ECP within 3 days since commitment date.
- HP reserve its right to dispose rejected unit(s) that is not collected from our ECP within 1 month since commitment date.
- HP reserve its right to mark all cartridges that have been validated. This will not affect the print quality in any other way.