



**to get hp-quality printing,
always use hp supplies**

backed by hp

At HP, we stand behind every product we make.

Millions of HP customers rely on consistent quality results, so a commitment to excellence is our top priority. In the unlikely event an HP printing supply proves defective, the HP warranty backs up our name. Simply return it for a full refund.

a great warranty adds value

All HP supplies are backed by HP's warranty to be free from defects in materials and workmanship as specified below:

hp supply	warranty
hp LaserJet cartridge	until the original HP toner is depleted or "low-life" message appears, see box for details
hp color LaserJet bottles	90 days from date of purchase
hp color LaserJet drum kits	until the "low-life" message appears
hp LaserJet fuser and transfer kits	one year or until the "low-life" message appears, whichever comes first
inkjet cartridges	six months from the "install before" date printed on the package

Please note that HP's warranty does not cover cartridges that have been refilled or are emptied, abused or tampered with in any way. HP has no control over the design and compatibility of non-HP supplies manufactured by other companies and does not warranty them. The use of non-HP supplies alone does not void your printer warranty. However, if an HP printer failure or damage is found to be directly attributable to the use of a non-HP supply, HP will not repair the printer free of charge. In this case, standard time and materials charges will be applied to service your printer.

Only HP LaserJet and Inkjet supplies are designed to work with HP printers as a single printing system. The use of other supplies may jeopardize the quality, output and reliability of the printer.

imitation is not always flattering

Unfortunately, some fraudulent cartridges are manufactured and packaged to look like HP products. Not only are imitation HP products illegal, they also raise obvious suspicions about print quality and possible printer damage.

Here are some safeguards to help you identify potential fraud—and to prevent you from getting stuck with counterfeit products.

Beware of offers that include:

- questionable prices and deals
- HP products without HP packaging
- HP products without HP logos
- stories of close-outs or auctions
- limited part number availability
- cash-on-delivery requirements

If you suspect fraud, ask the supplier to:

- provide a written quote via fax
- verify that products are original HP products
- tell you what other products are available
- call you back
- enable you to examine the product

If you suspect fraud, call HP's toll-free fraud hotline at 1-877-219-3183.



make sure it's genuine hp

If we suspect you have been offered counterfeit products, HP will:

- examine the product
- validate or invalidate the offer
- investigate any fraudulent products
- take legal action if warranted

Remember:

- HP products are never sold without HP packaging
- contracts should be read carefully to ensure suppliers can't substitute a generic cartridge for an HP-branded one

If you have questions about counterfeits, call HP's toll-free fraud hotline at 1-877-219-3183. You do not have to give your name. A trained interview specialist will be standing by to answer your call 24 hours a day, 7 days a week.

for more information, visit www.hp.com/go/printsupplies

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