

HEWLETT-PACKARD AUSTRALIA WARRANTY POLICY

Your Consumer Rights

When you buy a good from HP as a consumer, the good comes with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You also are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The relevant guarantees are as follows:

- **Quality**—Goods supplied by HP must be of acceptable quality. The test for acceptable quality is whether a reasonable consumer, fully aware of the state and condition of the goods, would find them safe, durable, and free from defects; acceptable in appearance and finish; and fit for all the purposes for which goods of that kind are commonly supplied. This must take into account the nature and price of the goods, and any statements on packaging or labeling.
- **Disclosed purpose**—Goods or services supplied by HP that HP represents are reasonably fit for a purpose expressly disclosed by a consumer must be reasonably fit for that purpose.
- **Description**—Goods supplied by HP must match the description provided by HP.
- **Sample**—Goods supplied by HP must match any sample shown to you by HP.
- **Title**—A consumer who purchases a good from HP must receive clear title to the good.
- **Due care and skill**—Services provided to you by HP must be provided with due care and skill.
- **Express warranties**—HP will be legally required to comply with the express warranty that is set out in its terms and conditions.
- **Reasonable time**—Repair services provided by HP must be provided within a reasonable time.

If you think that you are entitled to any of the above remedies, please contact HP at:

Hewlett-Packard
Australia Pty Ltd
353 Burwood Highway
Forest Hill Vic 3131

To initiate a support request, please use the numbers below or visit www.hp.com.au and select the "Customer Service" option for the most current list of support phone numbers.

Product	Phone
Support for all HP Products except those listed separately below	13 10 47 If dialing internationally: +61 2 8278 1039
DeskJet, Office Jet, PSC, All-in-One, Photosmart & Personal LaserJet Series 1000, P1000, M1000 and Colour LaserJet CP1000 Series and model CM1415	1300 721 147 If dialing internationally: +61 3 8833 5000
HP Pavilion Desktop PC Support & Spare Parts	1300 721 147 If dialing internationally: +61 3 8833 5000
Compaq Presario PC Support & Spare Parts	1300 888 423 If dialing internationally: +61 3 8833 5000
HP MediaSmart Server & HP StorageWorks DataVault	1 800 83 9667
HP Calculators	1 300 551 664
HP WebOS support (Including HP TouchPad and Palm products)	1800 262 653

For further information on consumer rights, visit www.consumerlaw.gov.au and www.accc.gov.au/consumerguarantees

