

HP LaserJet, HP Laser, Samsung Branded Laser Printers - Limited Warranty Statement for HP Print Cartridges, Imaging Drums, and Imaging Units (AMS/EMEA)

AMS and EMEA Limited warranty statement for HP print cartridges, imaging drums, and imaging units for use with HP LaserJet Printers, HP Laser Printers, and Samsung Branded Laser Printers.

HP's Premium Protection Limited Warranty

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This HP Limited Warranty is for original HP print cartridges, imaging drums, and imaging units and applies only to HP branded products sold or leased a) from HP Inc., its subsidiaries, affiliates, authorized resellers, authorized distributors, or country distributors; and, b) with this HP Limited Warranty.

What HP Will Do

HP will, at HP's option, either replace products under warranty that prove to be defective or refund the purchase price.

What this Warranty Covers

Each original HP print cartridge, imaging drum, and imaging unit for use with HP LaserJet Printers, HP Laser Printers, or Samsung Laser Printers is warranted to be free from defects in materials and workmanship when used in its designated HP, Samsung or authorized original equipment manufacturer (OEM) printing device. See the product manual for the printer to determine the correct print cartridges and imaging drums selection.

What this Warranty Does Not Cover

Cartridge limited warranty does not cover cartridges which have reached the end of their estimated useful life, or have been refilled, remanufactured, are emptied, are abused, are missing, or are tampered with in any way, experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer or cartridge.

The use of a non-HP or refilled cartridge does not affect either the HP Limited Warranty to the end-user customer or any HP support contract with the end-user customer for the printer. However, if printer or print head failure or damage is attributable to the use of a non-HP or refilled cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage or for the cost to replace the print head. For HP ink cartridges and supplies and HP LaserJet supplies, this HP Limited Warranty does not apply to products that, in addition to other exclusions described in this HP Limited Warranty, have been refilled, refurbished, remanufactured, or tampered with in any way.

How long the coverage lasts

There is no expiration date for the use of HP toner cartridges.

NOTE: For Samsung branded supplies purchased before October 1, 2019 the warranty period is limited to six months from purchase and may require a proof of purchase.

The date of manufacture included on some toner cartridge boxes is intended for HP internal processes and may be required to comply with regulatory standards in certain countries. The date of manufacture is not an expiration or “use before” date.

Returning HP Cartridge Product

In the event the cartridge proves defective, the customer should package the cartridge in the product box (or something similar) and provide name, address, phone number, place of purchase, and a brief description of problem and if possible, attach a supplies status page and print sample illustrating the defect. If there is an HP case number, this should be included as well. The paperwork and cartridge should be returned to the place of purchase, where a replacement may be given.

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Palo Alto, CA

HP Inc.

1501 Page Mill Road

Palo Alto, CA 94304

United States

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