

# **COMPAQ PRESARIO NOTEBOOK**

## **LIMITED WARRANTY AND TECHNICAL SUPPORT STATEMENT**

Compaq warrants to you, the end-user customer, that Compaq hardware, accessories and supplies will be free from defects in materials and workmanship after the date of purchase, for the period specified in the Warranty Duration table. If Compaq receives notice of such defects during the warranty period, Compaq will, at its option, either repair or replace products that prove to be defective. Replacement products may be either new or equivalent in performance to new. Compaq warrants to you that Compaq software will not fail to execute its programming instructions after the date of purchase, for the period specified in the Warranty Duration table, due to defects in material and workmanship when properly installed and used. If Compaq receives notice of such defects during the warranty period, Compaq will replace software that does not execute its programming instructions due to such defects.

Compaq does not warrant that the operation of Compaq products will be uninterrupted or error free. If Compaq is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

Compaq's Limited Warranty is valid in any country or locality where Compaq has a support presence for this product and where Compaq has marketed this product. The level of warranty service you receive may vary according to local standards. Compaq will not alter form, fit, or function of the product to make it operate in a country for which it was never intended to function for legal or regulatory reasons.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts, or supplies not supplied by Compaq, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

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TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL COMPAQ OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. SOME COUNTRIES, STATES, OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT.

**Product Duration of Limited Warranty**

<b>Product</b>	<b>Duration of Limited Warranty</b>
Compaq Notebook with "1YR," "3YR," or similar mark on serial number label	1 year, 3 years, or number of years marked
Compaq Notebook accessories and batteries	1 year
Non-Compaq accessories	Not warranted by Compaq. Refer to manufacturer's warranty.
Compaq Included Software, Microsoft Software	1 year

## To Find More Information

The following table lists other sources of information about your computer and related products.

Source	Description and Location
Startup Guide	This printed manual introduces your computer. It also contains setup instructions, basic operation guidelines, and troubleshooting information.
Reference Guide	The full Reference Guide is included on a CD, and provides a complete source for operating and maintaining the computer.
Microsoft Windows manual	This is shipped with your computer and contains information about using the version of Microsoft Windows shipped with your computer.
Service Telephone Numbers	<i>Worldwide Telephone Numbers</i> booklet

## To Get Support or Service

Customer Care Centers will assist you free of charge during the term of the warranty (you are responsible for the telephone charges).

### During the free assistance period, we will assist with questions about:

- Included applications and operating systems.
- Described operation environments and conditions.
- Compaq accessories, Compaq upgrades, and basic operation and troubleshooting.

### We will not be able to help with questions about:

- Non-Compaq hardware, software, operating systems, or usage not intended for or included (by Compaq) with the product.
- How to repair the product yourself.
- Product development or custom installations.
- Consulting.

To contact the Customer Care Center by email, click the question mark one touch key at the top of your keyboard. To call the Customer Care Center, refer to the *Worldwide Telephone Numbers* booklet for service numbers. For best service, make sure you have as much of the following available when you call:

- Your computer's model and serial number.
- Your computer's operating system.
- Any messages displayed when the problem occurred.
- Any changes to the computer, software, related hardware, or accessories before this occurred. Can the problem be re-created?

### **To Receive Repair Service**

If the notebook product is not normally sold by Compaq in the country of use, it must be returned for service to a country in which it is sold and supported.

**NOTE:** Notebook products have regional support and service in selected countries. Notebook PCs may be supported only in the country in which they are purchased and marketed. If you are outside the country of purchase, you must cover the cost of shipping your notebook to the appropriate authorized repair site.

If you are uncertain about the support available for your notebook, please contact Customer Care (see "To Get Support or Service").

**If your computer is under warranty:** To receive warranty repair service, contact an authorized reseller, or contact the Customer Care Center (see the *Worldwide Telephone Numbers* booklet for information regarding your warranty and numbers for service technicians in your country). The support technician will help qualify your unit for warranty repair based on the warranty applicable to your unit and original purchase date, and will provide you with repair processes. Warranty service may include the cost of shipping, handling, duties, taxes, freight, or fees to or from the service location.

**If your computer is no longer under warranty:** Contact an authorized reseller or the Customer Care Center (see the *Worldwide Telephone Numbers* booklet for information regarding your warranty and numbers for service technicians in your country). The support provider will let you know about repair charges and processes.

**NOTE:** You are financially responsible for any repairs to your notebook that are not covered by the warranty. This includes any repairs required if you damage your notebook, for example, by spilling liquid on it, dropping it, or breaking the display.

In addition, most DVD drives let you change the region code only a limited number of times (usually no more than four) to allow you to set the proper region code for your area. When you reach this limit, your last change to the

region code will be hard-coded on the DVD drive, and will be permanent. Your warranty does not cover the expense of correcting this situation.

### **To Prepare Your Computer for Shipment**

See “To Receive Repair Service” to determine if your computer must be sent in for service. If so, prepare your computer for shipment as follows.

**NOTE:** If you have questions about packaging requirements when returning your notebook for repair, contact the Customer Care Center (see “To Get Support or Service”). If your notebook is not packaged properly, you will be responsible for any damages to it that occur during shipping.

**Important:** Back up your hard disk drive. The hard disk may need to be replaced or reformatted while your computer is being repaired.

We cannot guarantee the return of removable components. Please remove the following prior to sending your computer in for service:

- PC Cards.
- AC adapter and power cord.
- Any removable media, such as CDs, DVDs, or floppy disks.
- Any hardware not involved in the problem and not requested for repair.

When shipping your notebook, please use the original product packaging or other substantial packaging to avoid damage to the unit in transit. Make sure that at least three inches of suitable packing material surround the unit. Your notebook will be returned to you in new packaging.

**NOTE:** If the hard disk drive is defective, you will receive a replacement drive that is either unformatted or loaded with software for verification. You should restore the computer’s original software using your Recovery CD or DVD or other recovery method.