



HP LaserJet and Color LaserJet Printer Families - Use of Non-HP Print Cartridges

Non-HP print cartridges include new, re-manufactured, and refilled print cartridges from other vendors. The use of non-HP print cartridges does not affect either the warranty or any maintenance contract purchased from Hewlett-Packard. However, if an HP LaserJet printer failure or printer damage is found to be directly attributed to the use of any non-HP product, the repair will not be covered under the warranty or HP maintenance contract. In such cases, standard time and materials charges will be applied to repair the printer.

Hewlett-Packard does not recommend the use of non-HP print cartridges for the following reasons:

- Hewlett-Packard has no control over the quality of non-HP print cartridges. Therefore, Hewlett-Packard cannot ensure customers that non-HP print cartridges will produce the same high quality print as HP print cartridges. Furthermore, Hewlett-Packard cannot ensure that non-HP print cartridges will function at the same high level of reliability as HP print cartridges.
- Hewlett-Packard cannot predict what long-term effect the different components and toner formulations found in non-HP cartridges will have on HP LaserJet printer reliability.

All HP print cartridges carry the Hewlett-Packard logo and meet HP's high quality standards. Hewlett-Packard does not sell print cartridges or components to be sold under any other brand name. Hewlett-Packard will not endorse other manufacturer's print cartridges or components to be sold under any other brand name, and will not endorse other manufacturer's toner products.

HP Recycling Program for Print Cartridges

The recycling program is available for all genuine HP LaserJet print cartridges. Instructions and a prepaid UPS return label (continental U.S. label only) are included inside most HP LaserJet print cartridge boxes.

HP Premium Protection Warranty Statement HP LaserJet Print Cartridge and Imaging Drums

This HP Product is warranted to be free from defects in materials and workmanship.

This warranty does not apply to print cartridges that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

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 TO YOU.

Content feedback

To help us improve our content, please provide your feedback below.

1. How does the information on this page help you?

- very helpful somewhat helpful not helpful

2. Was it easy to find this document?

- easy not easy

3. If you selected not easy for question 2, in which section did you expect to find it?

4. Comments:

- Your feedback will be used to improve our content. Please note this form is for feedback only, so you will not receive a response.

- [Contact HP](#) if you need technical assistance.

[» Return to original page](#)

[Privacy statement](#)

[Using this site means you accept its terms](#)

[Feedback to webmaster](#)

© 2007 Hewlett-Packard Development Company, L.P.