



CORVALLIS SERVICE CENTER
1030 N.E. Circle Boulevard, Corvallis, Oregon 97330-4239, Telephone 503 757-2002, Fax # 503-750-4590

RE: HP-_____

Dear Customer,

Thank you for the opportunity to repair your Hewlett-Packard calculator. Unfortunately, because this product has not been manufactured for many years, parts required for service are no longer available to us. The possibility of obtaining parts from other sources as well as the feasibility of remanufacturing these parts was explored; however, these did not prove to be viable alternatives.

We extend our apologies for any frustrations that our inability to repair your calculator may cause and hope that our exchange program will somewhat compensate you for this inconvenience. The available models and their costs are listed on the back of this page.

A full, one-year warranty is furnished for products issued as exchanges. In the unlikely event that service is required during this period, a copy of the blue Customer Service Order enclosed with your new product will serve as your proof-of-purchase. To order any products or supplies not specifically listed on this form, please call (800) 538-8787 for ordering instructions.

To take advantage of this offer, please indicate your product choice(s) on the back of this page and complete ALL requested information and return this form to the address below. Exchanged calculators become the property of Hewlett-Packard and cannot be returned.

Hewlett-Packard Company
Exchange Program
1030 N.E. Circle Blvd.
Corvallis, OR 97330

Should you have any questions or require further assistance, please contact one of our Service Representatives at Hewlett-Packard, Calculator Service Center, 1030 NE Circle Blvd., Corvallis, OR 97330 or phone (503) 757-2002.

Sincerely,

Service Staff
Corvallis Service Center

Enclosure

(Over, please...)

The calculator products listed below are offered on a trade-in basis for your unrepairable HP calculator. Important: Review the enclosed brochures carefully before making your selection. Please contact us if you have any questions.

HP-10B ...	\$35.00 ()	HP-21S ...	\$ 35.00 ()	HP-41CX ...	\$175.00 ()
HP-12C ...	66.50 ()	HP-22S ...	42.00 ()	HP-42S ...	84.00 ()
HP-14B ...	56.00 ()	HP-27S ...	77.00 ()	HP-82160A ...	87.50 ()
HP-17B ...	77.00 ()	HP-28S ...	164.00 ()	HP-82161A ...	385.00 ()
HP-19B ...	122.00 ()	HP-32S ...	49.00 ()	HP-82240A ...	95.00 ()
HP-20S ...	35.00 ()	HP-41CV ...	123.00 ()	HP-82242A ...	45.50 ()

NO OTHER PRODUCTS ARE AVAILABLE FOR EXCHANGE OR PURCHASE FROM OUR SERVICE CENTER

To order one of the above products, please check () the model of your choice, Only one calculator can be selected under this exchange program, however, companion products (i.e., Series 41 peripherals and the 82240A printer) can be purchased along with the calculator of your choice.

Owner's Handbooks are included with all exchange products; other accessories can be ordered from your local dealer or by calling (800) 538-8787.

Your unrepairable model number: _____ Serial Number: _____

Total cost of order, including your local sales tax: _____

Method of Payment: Check enclosed ()

VISA/MasterCharge No. _____ Exp. Date _____

Company Purchase Order Number: _____
(Please attach copy of Purchase Order)

Signature: _____

Please print or type:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home phone: _____ Work phone: _____

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