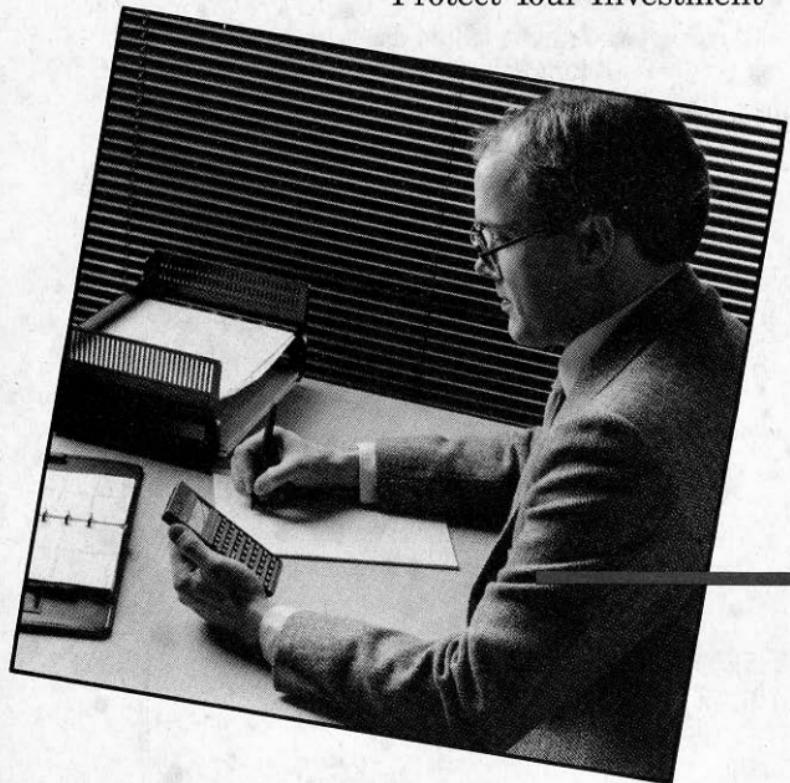


Protect Your Investment



Low Cost
Extended Protection Plan

Extended Protection Plan

Big Savings

HP now offers you two money-saving options to extend the protection on your HP handheld product within the U.S.

- 1 year Service Agreement (Costs less than the price of one repair.)
- 3 year Service Agreement (25% Savings over the one year agreement.)

What's Covered

- Repair or replacement of your HP handheld product at no cost. (Please refer to the enclosed Service Agreement Terms and Conditions.)
- Quick turnaround (1-3 days repair time).
- Return shipping by prepaid Priority Mail.

Products Eligible for Service Agreement

| Product | Price | |
|------------------------------|---------|---------|
| | 1 Yr. | 3 Yrs. |
| 10B, 20S | \$ 4.00 | \$ 9.00 |
| 11C | 5.00 | 11.25 |
| 14B, 22S, 32S | 6.00 | 13.50 |
| 12C, 15C, 16C, 17B, 27S, 42S | 8.00 | 18.00 |
| 18C, 19B | 18.00 | 40.50 |
| 28C, 28S, 41CV | 22.00 | 49.50 |
| 41CX | 24.00 | 54.00 |
| 82240A | 12.00 | 27.00 |
| 82104A, 82161A, 82162A | 20.00 | 45.00 |
| 82143A | 25.00 | 56.25 |

Important Questions

When can I purchase the Service Agreement?

Within the one year original OR the 90-day repair warranty.

When does the Service Agreement start?

At expiration of the one year warranty OR the 90-day repair warranty.

How can I renew the Service Agreement?

HP will automatically send a Service Agreement renewal quotation 30 days prior to expiration of the agreement.

How can I purchase a Service Agreement?

It's Easy . . .

1. Select the Service Agreement plan that best fits your needs.
2. Complete the information requested on the Service Agreement Acceptance form.
3. Enclose in attached postage paid envelope:
 - Check, money order OR credit card information.
 - Service Agreement Acceptance form.
4. Complete the "Customer Receipt" and keep for your records.

Hewlett-Packard Prepaid Service Agreement

- 1. Service Agreement:** HP will provide support services described on page 1.
- 2. Term:** Support services will be provided for 12 or 36 months commencing at the expiration of the warranty period.
- 3. Eligible Products:** A product must first be in original warranty or the 90-day repair warranty as verified by HP, to be eligible for coverage.
- 4. Modification to Products:** HP may, at no additional charge, make modifications to improve the operation, safety, or reliability of the product(s).
- 5. Location of Repair:** A product that requires service must be sent prepaid to the HP Calculator Service Center in Corvallis, OR.
- 6. Exclusions:** HP is not obligated under this Agreement to provide any support services that are needed because of improper use, inadequate site conditions, work performed by non-HP personnel without HP's authorization, natural disasters, strikes, damage caused by leaking batteries or other causes beyond HP's control.
Customer is responsible for selection and use of supplies. Any support services needed as a result of using non-HP supplies is not covered under this Service Agreement.
- 7. Warranty:** HP Service Agreement program warrants against defects in material and workmanship. During the term of this Agreement, HP will correct any such defects by restoring the product to normal operating condition as determined by HP.

THE WARRANTY SET FORTH ABOVE IS EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED. HP SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Agreement Terms and Conditions

8. Charges: The full Service Agreement price is due and payable before the expiration of the product's specific warranty period. Customer agrees to pay all applicable taxes. No refunds will be made if customer cancels agreement before completion.

9. Limitations of Remedies and Liability: THE REMEDIES PROVIDED HEREIN ARE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES, IN NO EVENT SHALL HP BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF PROFITS) WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY.

The foregoing Limitation of Liability shall not apply in the event that any HP support service or repair part provided hereunder is determined by a court of competent jurisdiction to be defective and to have directly caused bodily injury, death or property damage; provided that in no event shall HP's liability for property damage exceed \$50,000.

10. Entire Agreement: The terms and conditions of this Agreement constitute the entire understanding between the parties. Acceptance by the Customer is limited to these terms and conditions and is deemed to occur by Customer's signature, payment, or HP's provision of any support services.

11. Local Laws: This Service Agreement shall be governed by the laws of the state in which the Service Agreement is provided.

SERVICE AGREEMENTS ARE NOT OFFERED OUTSIDE THE
UNITED STATES OF AMERICA.

Customer Receipt

(Please complete and retain for your records.)

Service Agreement: 1 year 3 year

Model _____ Serial No. _____

Product Purchase/Repair Date _____

Date Agreement mailed _____

Method of Payment:

- Check/money order
- Credit card (VISA, MASTERCARD)

ACKNOWLEDGEMENT OF SERVICE AGREEMENT COVERAGE

Your cancelled check, money order receipt, or credit card
statement is acknowledgement of Service Agreement coverage.



CALCULATOR SERVICE CENTER
1030 N.E. Circle Blvd.
Corvallis, OR 97330
(503) 757-2002

5959-6199 Edition 1 2/89

Service Agreement Acceptance

(for handheld products)

YES, I would like to purchase HP's Service Agreement for the product noted below.

(Please print)

1. Model: _____ Serial No. _____

2. Your Name: _____

Company: _____

Address: _____

City: _____ State: _____ Zip: _____

3. Daytime Phone: _____

4. Service Agreement: 1 year 3 year

5. Agreement Price (from page 2) \$ _____

*Local sales tax \$ _____

Total Amount Due \$ _____

6. Paid Via:

Check, money order (enclosed)

VISA MASTERCARD

Card No. _____

Expiration Date: _____

7. Signature: _____ Date: _____

*HP is required to charge all state and local taxes.

Please . . .

- Enclose check or credit card information.
- Enclose Service Agreement Form.
- Keep HP advised of any address changes.

Thank you.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

A standard POSTNET barcode is located at the bottom of the envelope, consisting of vertical bars of varying widths.

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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Calculator Service Center
1030 NE Circle Blvd
Corvallis OR 97330-9903

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