



March 12, 2007

To all HP Authorized Replacement Part Partners in EMEA

Official HP Statement concerning

Genuine HP Replacement Parts Quality "New" respectively "Equivalent to New"

Genuine HP Replacement Parts and Trade Advance Exchange TAE Services are based on "NEW" or "EQUIVALENT-TO-NEW" (ETN) replacement parts order fulfillment.

ETN Replacement Parts are obtained through the HP Supply Chain by repair, refurbishment, restore, recycling, etc. of Genuine HP Replacement Parts. All HP ETN Replacement Parts are updated to the latest engineering level in our repair lines, making them compatible with the latest version of any HP Product; the Replacement Parts are fully tested using the same or higher test standards than used for new Replacement Parts.

Genuine HP ETN Replacement Parts are **fully compatible** in function & form to any new Genuine HP Replacement Parts.

HP guarantees the same quality level on "New" or "Equivalent-To-New" Replacement Parts and gives therefore the same warranty conditions.

Important

As all New- and ETN Replacement Parts are fully warranted by HP, neither HP nor its Authorized Partners are under any obligation to exchange ETN Replacement Parts for New Parts. HP is only obligated to exchange parts in the case of parts being declared defective in performance as per the HP Replacement Parts Warranty Policy.

Rights to all questions and answers around above statement are reserved by HP.