

90 Days Replacement policy for HP Ink Tank Printers

FAQ:

Which printers are eligible for 90 Days Return?

2LB19A HP INK TANK 115 Printer
Z4B04A HP INK TANK 315 All-in-One Printer
Z4B53A HP INK TANK 415 All-in-One Printer
3D4L3A HP Smart Tank 210 Printer
1F3W2A HP Smart Tank 520 All-in-One Printer
1F3Y2A HP Smart Tank 580 All-in-One Printer
4SR29A HP Smart Tank 500 All-in-One Printer
1TJ09A HP Smart Tank 515 All-in-One Printer
Y0F71A HP Smart Tank 615 All-in-One Printer
6UU48A HP Smart Tank 670 All-in-One Printer
6UU46A HP Smart Tank 720 All-in-One Printer
6UU47A HP Smart Tank 750 All-in-One Printer

Conditions for return

You may return your faulty eligible HP Printer if you have received them in the following conditions:

- Physically damaged
- Has missing parts or accessories
- Defective - Verification by HP Service Team through on-call support followed by inspection at your location or nearest brand service center is required.
- Different from its description on the product detail page on <https://www.hp.com/th-en/shop/>

How to get a new replacement unit?

1. Call 1800-012-214 and speak to our Call Centre Sales team
2. Inform our team the reason for replacement, your order number, and your address.

I want the replacement unit sent to a different address.

For replacements to a different address, we recommend that you return the item for a refund and place a new order to the updated address.

Note:

The above process is applicable only if the product is returnable and within 90 days from date of delivery.