

Frequently asked questions – Warranty and MS Office activation

Q1. What is the warranty on HP Laptops sold in Amazon.in?

Consumer HP laptops on Amazon.in carry a one-year onsite manufacturer warranty from date of purchase. **NOTE:** Please check the product detail page on Amazon.in for the most updated warranty related information including warranty period and eligibility.

Q2. Where can I check the warranty validity of my product?

You can check the warranty by entering product serial number at the below HP website and by contact the HP Customer Care directly at contact given below.

Manufacturer	Web Warranty Check	Contact Support
HP	https://support.hp.com/in-en/checkwarranty	https://support.hp.com/in-en WhatsApp - +1 (786) 4826615 Toll free : 1800 258 7170 or 1860 258 3079

All PC products which are shipped with Operating System has HP Support Assistant installed as default. Customer has to register their product when they power ON the units connected via internet. For laptops with no Operating System customers can install HP Support Assistant. Refer below link
<https://www8.hp.com/in/en/campaigns/hpsupportassistant/hpsupport.html>

Q3. What if I get a product with expired warranty or my warranty starts before the actual date of purchase?

In the rare case that your laptop's warranty starts before the actual date of purchase, you can contact HP through the above communication channels along with proof of purchase/P-slip for warranty update.

Note: Proof should have serial number and product information

In case your issue is still unresolved, please connect with Amazon customer service at <https://www.amazon.in/gp/help/customer/contact-us> through chat, email or phone and we will assist you in resolving this.

Q4. What if I get a damaged/defective product?

Please refer to the Amazon return policy at <https://www.amazon.in/gp/help/customer/display.html?nodeId=202111910>. In case of a technical problem with your item, we may ask you to contact the manufacturer directly for better resolution of your problem.

Q5. I have received my product. Where do I get drivers for my laptop?

HP recommends you download the appropriate drivers from <https://support.hp.com/in-en/drivers>

Q6. I purchased a laptop with pre-installed Microsoft Office Home & Student. But, I did not receive any printed product key. Is this an issue?

When a laptop comes with a preinstalled MS Office, the Office product key is transmitted digitally to the PC when trying to activate Windows. You don't actually need or receive a printed product key but need to activate the MS Office using the link below.

For details on how to activate the preinstalled MS Office, please check this link:

<https://support.office.com/en-us/article/activate-an-office-purchase-or-free-offer-on-a-new-pc-89881633-0b26-4ca8-816b-93f347bd92c0?ui=en-US&rs=en-US&ad=US>