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# HP UDO - HP UDO Optical Media Warranty

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## Warranty [Top of Page](#)

“Hewlett Packard warrants you, the end user customer that this media product is free from defects in materials and workmanship for a limited lifetime period from the time of purchase. If HP receives notice of such defect during the warranty period, HP will, at its option, either repair or replace such defective product.

This warranty does not apply to defects caused by misuse, improper storage, or normal wear and tear. If HP is unable, within a reasonable time, to repair or replace any product then purchaser shall be entitled to a refund of the purchase price. HP MAKES NO OTHER EXPRESS WARRANTY WHETHER WRITTEN OR ORAL.

This warranty gives you specific legal rights and you may also have other rights that vary from state to state, or province to province. THE REMEDIES PROVIDED IN THIS WARRANTY STATEMENT ARE CUSTOMER’S SOLE AND EXCLUSIVE REMEDIES. IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA, DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF PROFITS) WHETHER BASED ON CONTRACT, TORT OR ANY OTHER LEGAL THEORY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Consumer transactions in the United Kingdom, New Zealand and Australia, the disclaimers and limitations above shall not affect the statutory rights of the consumer.”

## What does “limited lifetime” mean? [Top of Page](#)

In the above statement, HP defines limited lifetime for UDO as the archival life of the product. HP is only liable for defects in workmanship and materials and will, under these terms, replace defective media. HP is not liable for lost data or consequences arising from data loss.

## Operative use [Top of Page](#)

Owing to variations in individual usage, there is no definitive lifetime period that will apply equally to all customers. For warranty purposes, “archival lifetime” for UDO equates to at least 50 years for UDO Media.

## Archiving [Top of Page](#)

“Normal working life” in this context means usage within recommendations on optimum storage temperatures and humidity, HP warrants the product against defects in manufacturing for the “Normal working life”. In other words, the disk should not break up or decay. Storage outside recommended environments, as well as exceeding the maximum of drive loading cycles (20,000) will affect performance and invalidate the warranty.

Whether on the basis of usage or archival length, however, HP’s warranty is limited under law and its liability only extends to the provision of replacement products.”