



Business Partner



We wish to announce that effective from the 1st of August 2006, the HP Calculator Support and Warranty procedure will be modified for customers in Australia

All claims for warranty on HP Calculators will require the **CUSTOMER**, not the dealer, to contact the HP Calculator Support line 1300 551 664  
or email  
[support@extrom.com](mailto:support@extrom.com)  
for support, warranty confirmation and warranty authorisation.

Authorised warranty replacements will be sent directly to the customer by registered post, or may be collected by the customer directly from the National Distributor.

We appreciate the assistance from all Western Australian dealers that have supported the warranty process in the past.

Claims for warranty replacements via dealers will not be required or accepted from 1<sup>st</sup> August 2006.

This process change is unique to Western Australia, and more specifically is a result of the changing requirements in Western Australia in relation to approved graphic calculator models for use in TEE.

Bob Parker

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