Dear Valued Customer,

Thank you for purchasing StorageWorks products from HP.
This product includes one year of 24-hour/7-day, 4-hour response hardware warranty support, one year of 24-hour/7-day phone-in assistance, and one year of software update services. The HP StorageWorks DL380-WSS Initial Cluster (399269-B21) also includes Install and Startup Services.

If you have purchased this software through an HP authorized reseller you must register with HP within 10 days of product receipt in order to receive installation and startup, phone-in support and software update services.

For customers in North America:

Fax   Complete the customer information section below, including your HP Product Number, and fax this letter to:
(U. S.) 800-307-0361
(Canada) 800-268-1921

For questions, call 800-386-1115, select option 3
Canada call 1-800-268-1221

When contacting HP Support in North America (1-800-633-3600) please press #4 for Microsoft support to be routed to the HP Microsoft Cluster Team. Once you reach a customer representative, be certain to identify your product by the HP product number and the product name as listed below. Your product serial number will also be required.

For customers in other countries:

Provide your customer information to the HP Services Contract Administrator for your country. Contact information for your country is available on the following website: http://www.hp.com/country/us/eng/contact_us.html. Under *find hp,* click on *worldwide sales and services* and navigate to your country contact information.

Customer Information:	
Software Purchased (please check all that apply):	
❑ 399268-B21 HP StorageWorks DL380-WSS Clustered Gateway	
❑ 399269-B21 HP StorageWorks DL380-WSS Initial Cluster	
Company Name:	Organization:

Shipping Address:
        Mail stop/Attn To:
        Street:
        City:
        State/Province:
        Zip/Postal Code:
        Country:	

Contact/Designated 1st Caller Name:	
Contact Phone:	
Contact Email Address:	
Product Purchase Date:	
HP Order Number:	
Product Serial Number:	
To assist us in accurately capturing you product's configuration, please include a copy of your Entitlement Certificate along with your packing slip or invoice containing product and serial numbers.	

You will receive a service agreement identifier (SAID) or system handle along with a phone number. At that time, your phone-in support and software update service will be activated. Please retain this information in an accessible location so that your callers have access to it when placing a service request. We look forward to working with you.

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