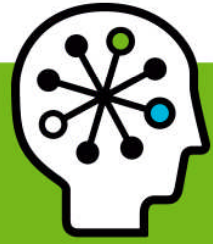




Always use Genuine HP Replacement Parts



To whom it might concern

Bern, November 2009

Dear Partner

HP is aware of the fact that you are facing significant availability problems of certain HP replacement parts. We would like to apologize sincerely to you and to your customers.

This stock shortage is particularly sensitive on the fuser unit **RM1-2764** for the **Colour LaserJet CP3503**. We have escalated this situation to our OEM and asked to produce the missing quantities as fast as possible.

This fuser RM1-2764 is in shortage as the demand has increased dramatically; of course we can't deny that also the planning for the fuser was lacking the full attention to satisfy the overall picture.

HP appreciates and thanks you for your patience and understanding and for being an ambassador on behalf of our customers as well as your continued efforts to constantly supply and serve them with Genuine HP Replacement Parts.

Yours sincerely,

Guido Schaffhauser
Business Development
EMEA Replacement Parts Business

For more information, please contact your HP Replacement Parts Business Account Manager

Technology for better business outcomes

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