



Trade in and Save 2011 (Canada)

January 1, 2011 – December 31, 2011

Frequently Asked Questions



How long does the HP Trade in and Save promotion run?

Between January 1, 2011 and December 31, 2011, to take advantage of this offer, complete the trade-in on-line claim form, and provide proof of purchase and trade-in an old desktop laser / ink printer for recycling. The customer can also receive up to an additional \$300 cash back when purchasing an HP Care Pack, and for a limited time if they trade-in a non-HP printer they can receive up to an additional \$50 more.

- Purchases and invoices dated prior to or after this timeframe will not be eligible for this promotion. Your claim must be submitted within 45 days of purchase invoice date or February 15, 2012, whichever occurs sooner. This promotion is ONLY valid in Canada.

What products and HP Care Pack Services can be purchased to receive the HP Trade-in and Save rebates and what are the cash-back amounts?

HP Inkjet Printers and All-in-Ones

Product Description	Model Number	Trade-in Rebate (CAD)	Non-HP Trade-in Product Bonus Cash-back (CAD)	Care Pack Description	Care Pack SKU#	CarePack Trade in Rebate (CAD)
HP Officejet Pro 8500A e-All-in-One Printer	CM755A	Get \$50 cash back	\$25 Bonus cash back	3 Yr ND On-Site	UG073E	Get \$15 cash back
HP Officejet Pro 8500A Plus e-All-in-One Printer	CM756A	Get \$50 cash back	\$25 Bonus cash back	3 Yr ND On-Site	UG073E	Get \$15 cash back
HP Officejet Pro 8500A Premium e-All-in-One Printer	CM758A	Get \$50 cash back	\$25 Bonus cash back	3 Yr ND On-Site	UG073E	Get \$15 cash back
HP Photosmart eStation All-in-One	CQ140A*	Get \$50 cash back	\$10 Bonus cash back	2 Yr NBD Exchange	UX454E	Get \$15 cash back
HP Photosmart Premium Fax e-All-in-One	CQ521A*	Get \$50 cash back	\$10 Bonus cash back	3 Yr NDB Exchange	UG609E	Get \$15 cash back
HP Officejet 7500A Wide Format e-All-in-One	C9309A*	Get \$50 cash back	\$25 Bonus cash back	3 Yr NDB Exchange	UG073E	Get \$15 cash back

* Please note that SKUs: CQ140A, CQ521A, C9309A are eligible for trade-in rebates as of February 1, 2011.

HP LaserJet Printers and HP Colour LaserJet Printers

Product Description	Printer SKU #	Trade-in Rebate (CAD)	Non-HP Trade-in Product Bonus Cash-back (CAD)	Care Pack Description	Care Pack SKU#	Care Pack Trade in Rebate (CAD)
HP LaserJet P2035 Printer	CE461A	Get \$50 cash back	\$25 Bonus cash back	3 Yr ND Exchange 3 Yr ND On-Site	UK929E UK932E	Get \$10 cash back Get \$20 cash back
HP LaserJet P2035n Printer	CE462A					
HP LaserJet P2055dn Printer	CE459A					
HP LaserJet P3015x Printer	CE529A	Get \$250 cash back	\$50 Bonus cash back	3 Yr ND On-Site	UP872E	Get \$30 cash back
				4 Yr ND On-Site	UP874E	Get \$40 cash back
				5 Yr ND On-Site	UP876E	Get \$55 cash back
HP LaserJet P4015dn Printer	CB526A	Get \$350 cash back	\$50 Bonus cash back	3 Yr ND On-Site	H5479E	Get \$40 cash back
				4 Yr ND On-Site	H2668E	Get \$55 cash back
				5 Yr ND On-Site	H2669E	Get \$70 cash back
HP LaserJet P4515x Printer	CB516A	Get \$450 cash back	\$50 Bonus cash back	3 Yr ND On-Site	UJ516E	Get \$50 cash back
				4 Yr ND On-Site	UJ517E	Get \$75 cash back
				5 Yr ND On-Site	UJ518E	Get \$100 cash back
HP Color LaserJet CP2025n Printer	CB494A	Get \$50 cash back	\$25 Bonus cash back	3 Yr ND Exchange	UL385E	Get \$10 cash back
HP Color LaserJet CP2025dn Printer	CB495A					
HP Color LaserJet CP2025x Printer	CB496A					
HP Color LaserJet CP4525dn Printer	CC494A	Get \$250 cash back	\$50 Bonus cash back	3 Yr ND On-Site	US186E	Get \$60 cash back
				4 Yr ND On-Site	US188E	Get \$90 cash back
				5 Yr ND On-Site	US189E	Get \$115 cash back
HP Color LaserJet CP5225dn Printer	CE712A	Get \$150 cash back	\$50 Bonus cash back	3 Yr ND On-Site	UT431E	Get \$50 cash back
				4 Yr ND On-Site	UT430E	Get \$75 cash back
				5 Yr ND On-Site	UQ502E	Get \$100 cash back
HP Color LaserJet CP5525dn Printer	CE708A	Get \$250 cash back	\$50 Bonus cash back	3 Yr ND On-Site	UX964E	Get \$150 cash back
				4 Yr ND On-Site	UV280E	Get \$200 cash back
				5 Yr ND On-Site	UV279E	Get \$250 cash back

HP LaserJet Multifunction Printers and HP Colour LaserJet Multifunction Printers

Product Description	Printer SKU #	Trade-in Rebate (CAD)	Non-HP Trade-in Product Bonus Cash-back (CAD)	Care Pack Description	Care Pack SKU#	CarePack Trade in Rebate (CAD)
HP LaserJet M2727nf MFP	CB532A	Get \$50 cash back	\$25 Bonus cash back	3 Yr ND Exchange	H5471E	Get \$15 cash back
				3 Yr ND On-Site	H5478E	Get \$20 cash back
HP LaserJet M3035xs MFP	CC477A	Get \$250 cash back	\$50 Bonus cash back	3 Yr ND On-Site	UE685E	Get \$65 cash back
				4 Yr ND On-Site	UE686E	Get \$95 cash back
				5 Yr ND On-Site	UE687E	Get \$125 cash back
HP LaserJet M4345xs MFP	CB427A	Get \$550 cash back	\$50 Bonus cash back	3 Yr ND On-Site	H7668E	Get \$100 cash back
				4 Yr ND On-Site	U8025E	Get \$120 cash back
				5 Yr ND On-Site	U8026E	Get \$185 cash back
HP Color LaserJet CM2320nf MFP	CC436A	Get \$50 cash back	\$25 Bonus cash back	3 Yr ND On-Site	UJ574E	Get \$20 cash back
HP Color LaserJet CM2320fxi MFP	CC435A	Get \$50 cash back	\$50 Bonus cash back	3 Yr ND On-Site	UJ574E	Get \$20 cash back
HP Color LaserJet CM3530fs MFP	CC520A	Get \$400 cash back	\$50 Bonus cash back	3 Yr ND On-Site	UK937E	Get \$75 cash back
				4 Yr ND On-Site	UL356E	Get \$100 cash back
				5 Yr ND On-Site	UL357E	Get \$150 cash back
HP Color LaserJet CM4540fsm MFP	CC421A	Get \$700 cash back	\$50 Bonus cash back	3 Yr ND On-Site	UV259E	Get \$150 cash back
				4 Yr ND On-Site	UV264E	Get \$215 cash back
				5 Yr ND On-Site	UV265E	Get \$300 cash back

CarePacks Notes: HP CarePacks must be purchased for hardware within the standard warranty period only.

What product(s) are eligible for trade-in for the HP Trade-in and Save promotion?

HP desktop LaserJets/Color LaserJets, non-HP laser desktop printers, HP and non-HP inkjets qualify for the trade-in product, and in any condition. Trade-in product should not exceed 150 lb. Floor standing units are NOT eligible.

Are refurbished products eligible for the Trade-in and Save promotion?

No, refurbished units are not eligible for the Trade-in & Save Promotion.

How do I get my cash back cheque?

To get your cash back cheque, follow these steps:

1. Purchase an eligible HP printer between January 1, 2011, and December 31, 2011, and trade-in your old desktop laser / ink printer any brand, and condition. Add the purchase of an eligible HP Care Pack Service between January 1, 2011 and December 31, 2011, to your eligible hardware purchase and earn a larger rebate. If you purchase a qualifying HP Care Pack Service, please indicate it on your claim form. Please note the eligible Care Pack Service purchase must be on the same invoice as the eligible product purchase.
2. Go to <http://www.hp.ca/tradeandsave> and complete the on-line claim form.
3. Claim and proof of purchase must be submitted within 45 days of purchase or by February 15, 2012, whichever occurs sooner. If a non-HP product is to be returned, correctly complete the on-line claim form to show that a non-HP product will be traded. You may be eligible for an additional discount. If a Care Pack was purchased, correctly complete the on-line claim form to indicate that.
4. After you submit your online claim, you will receive a confirmation e-mail with the claim number and instructions on the next steps of the claim process. Please print and save this for your records. Reference this claim number for all questions relating to the promotion. Proof of Purchase Must be received within the 45 days of the purchase
5. Fax, email or mail in the following two documents:
 1. Your proof of purchase (sales invoice) dated between January 1, 2011, and December 31, 2011 must be received within the 45 days of the purchase
 2. Your confirmation email with the claim number
 - o Please write the serial number(s) of your new printer(s) or Care Pack on the sales invoice(s) prior to faxing/ mailing, if they are not already included. These documents must be submitted within 45 days of your purchase or before February 15, 2012, whichever occurs sooner. Keep a copy of your entire claim for your records.

Contact information for submitting claims:

Email: HP@web-rebates.com
Fax: 1-866-254-4676
Mail: HP Trade in and Save 2011 (Canada)
Offer # TIAS-C032
P.O. Box: 4000
Chatham, ON N7M 0A9, Canada

Allow up to 10 days via fax or email for processing, allow up to 30 days via mail for processing

6. Within one (1) business day of validation of your Proof of Purchase, shipping instructions and a shipping label will be e-mailed to you for shipment of the trade-in product(s). The customer must return trade-in product(s) for recycling in accordance with the instructions provided by the program. The shipping label is valid for 15 fifteen days from the issue date.
7. Customer ships trade-in product to HP using their own box and the shipping label provided. Trade-in product should not exceed 150 lb. Floor standing units are not eligible. Trade-in product must be shipped within 15 (fifteen) days of issue date.
8. A check will be issued within 4-6 weeks from the date the trade-in for recycling products are received. If payment has not been received after 6 weeks of shipment, please contact Customer Service by calling 1-888-221-4126

When is the final submission date for my claim?

All claims must be submitted within 45 days of purchase or by February 15, 2012, whichever occurs sooner. Trade-in products must be shipped within 15(fifteen) days of receiving shipping label(s)

How does the shipping of the trade-in product process work?

- HP will pay usual and customary shipping charges for shipping the Trade-in Product(s) as part of this promotion when its designated shipping carrier is used.
- You must contact HP's designated shipping carrier to schedule pick-up.
- The shipping instructions are valid for 15 (fifteen) days from the issue date.
- The Trade-in Product(s) must be picked up within 15 (fifteen) days from the date you receive your shipping instructions email or by February 25, 2012, whichever date occurs first, for the appropriate cash-back allowance.
- Trade-in products are any ink, laser printer– HP or competitive models – not floor standing. Only desktop units are allowed.
- Trade-in Product(s) may be in any condition, as they do not have to be in working condition. All ink and toner must be removed from the printer(s) prior to shipping, and must be packaged separately. They may be included in the same package as the Trade-in Product, but they must be wrapped and bagged separately.

I'm having trouble with my online claim form. How can I get a PDF version?

To get a manual claim form, please call 1-888-221-4126 or visit www.hp.ca/tradeandsave

What is the final pick-up date for trading in my product(s) if applicable?

Trade-in product(s) must be picked-up within fifteen (15) days from the date the shipping instructions are received electronically.

Where can I find the serial number for my purchased printer?

The serial number can be found on the box the product came in next to the UPC symbol. Or you can find it on the product itself. The serial number tends to be a 10 character alphanumeric combination, for example: USKB168842.

What if my old printer is damaged? Do I still get a cash back cheque?

Yes, trade in any old desktop laser / ink printer or scanner, any brand, any condition.

Do I have to handle the trade-in process myself or can my reseller assist me?

Eligible HP Resellers can submit claims on behalf of their Customers. Eligible resellers agree to pass on cash back amounts to Customers at point of purchase. Reseller should collect and ship the trade-in product on behalf of the customer to ensure proper processing.

Combining with special pricing or other promotions?

- **This offer can be combined with the following:**
 - HP National Instant Rebates. Instant rebates" are defined as, instant savings, product specific coupons, product specific promotional pricing, and mail-in rebates.
- **This offer MAY NOT be combined with the following:**
 - Any other HP promotional offers or trade-in programs
 - Special Pricing such as NMSO, Public Sector Pricing or Big Deal pricing.
 - HP PurchasEdge program
 - HP Managed Print Services are NOT combinable with the Trade-in and Save offer

- The Care Pack offer MAY NOT be combined with any other promotions offers, Authorized Service Delivery Partner Program rebates, NMSO, Public Sector or Big deal/special pricing.

Is there a maximum number of products I can purchase/lease and trade in?

There is no maximum on number of products you can purchase/lease, however the online submission will allow you to enter up to 3 different models with no limit on quantity. If you have more products you wish to enter, please fill out the form as many times as needed.

What if a customer purchases/leases a product and the product is not available for shipment?

If a product has been purchased and is on back-order or is not available to ship at the time of acquisition the customer will not be able to obtain the serial numbers of the new products. In this situation the customer or the reseller claiming on behalf of the customer has 45 days to file a claim from the date your eligible purchase product(s) is shipped.

What currency are the cash back cheques paid in?

Cash back allowances are paid in **Canadian dollars** to Canadian customers.

Can resellers participate in this promotion?

Eligible HP Authorized Resellers ("Resellers") can also participate in this Program and submit claims as the agent, and on behalf, of its Customers. However, Resellers agree to pass on Trade-in Rebates to Customers at point of purchase. Invoices must show the Trade-in Rebate that was applied to the Eligible Product. Eligible Resellers must also submit a signed **Acknowledgement & Release Letter** between reseller and customer (provided by HP). The invoice showing the cash back amount **AND** Release letter must accompany the claim submission.

I am an eligible reseller when will I receive my rebate?

Eligible Resellers will receive reimbursement/rebate cheque 6-8 weeks (after) the point of purchase and from the time trade-in claim form has been completed and submitted.

Once I have purchased my HP Care Pack, am I automatically registered to receive support for my printer from HP?

No. You must activate your purchase by registering as soon as possible. Please contact your reseller for the registration URL. You will enter the activation number that was e-mailed to you by HP. Upon order placement, be SURE to include the desired e-mail address of the person you'd like your information sent to.

Is Managed Print Services available for this Program?

No, it is not. If products are purchased under an HP MPS agreement, they are not eligible for HP Trade-in and Save rebates.

Are there any other limitations?

- The Eligible Care Pack list sets forth the number of rebate claims per SKU per customer.
- HP Care Packs must be purchased for hardware within standard warranty period only.
- All claims are subject to verification. HP reserves the right to audit all requests to ensure that the Terms and Conditions of the promotion have been met and to request additional information regarding any and all claims and supporting documents. HP also reserves the right to confirm identification of claimants.
- All documentation submitted for this promotion becomes the property of HP and will not be returned.

Submission of false, incorrect, misleading or fraudulent documentation may result in disqualification from this promotion and future HP promotions, and may result in the submitter being subject to civil or criminal Liability.

- All federal, provincial and local laws/regulations apply. Promotion void where taxed, regulated, restricted or prohibited by law.
- HP is not responsible for late, lost, stolen, misdirected, illegible, incomplete or postage due Claims/requests or for any printing, human or other errors.
- Offer not valid on refurbished units.
- Offer not valid on products purchased from Internet auctions, or any other unauthorized reseller of HP products.
- Promotion is valid in Canada only.
- HP reserves the right to cancel or modify this promotion at any time.
- Offer not transferable.
- Non-conforming claims will not be processed.

If I have questions about this promotion, my claim, or my cash back cheque, whom do I contact?

Please contact us at 1-888-221-4126, 9:00am-6:30pm EST Mon-Fri. For complete promotion Terms and Conditions, please visit our website at www.hp.ca/tradeandsave