



Trade-in and Save 2011 (Canada)

January 1, 2011 – December 31, 2011

Program Terms and Conditions



Program Overview

Purchase or lease a select HP printer and save up to \$700 when you trade-in your old desktop laser printer/ ink printer, any brand, any condition between January 1, 2011, and December 31, 2011. 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. Simply complete the trade-in on-line claim form, and provide proof of purchase of an eligible HP product and return an old desktop laser / ink printer for recycling. Purchases and invoices dated prior to or after this timeframe will not be eligible for this promotion.

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.

Eligible Products cash back will be calculated based on the purchase date by the customer as defined in the chart below:

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 CM4540fskm 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 |

Program Rules and Requirements

- End user customers are eligible to participate in this Program.
- 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.
- Only one cash back allowance may be claimed per new product purchased by the customer.
- HP Care Packs must be purchased for hardware within the standard warranty period only.
- HP desktop LaserJets/Color LaserJets, non-HP laser desktop printers, HP/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.
- This is a one-for-one trade only. The customer must purchase one eligible HP printer, and trade-in one HP or non-HP desktop printer to qualify. Printers purchased or traded-in can be laser or ink printers.

- **Leased product:** The promotion is available for new lease agreements entered into between an authorized HP reseller and an end user customer if the following conditions are met:
 - The new lease agreement must be for at least a one-(1) year term
 - The sales invoice submitted with the claim must list the leasing services of the item being sold (e.g. for lease of an HP LaserJet XXX applicable (date) through (date) and a copy of the lease must be attached to the sales agreement;
 - If the lease agreement cannot be supplied, an invoice that references the serial numbers of the new units that are associated with the new lease agreement must be submitted.
- This promotion is available to Canadian customers only.
- Trade-in products do not have to be in working condition.
- The HP Trade-In & Save program is available only for purchase(s)/lease(s) of eligible new Printer(s) directly from HP or through authorized HP resellers. The promotion is not valid on refurbished printers, reseller demo units, Trade-ins are limited to desktop units; floor standing units will not be accepted for any printer trade.

Trade-in Proof-of-Ownership Requirements

By agreeing to these program terms and conditions, the customer warrants that all trade-in equipment or the sale and shipment of such equipment must not violate any applicable laws, statutes, ordinances or regulations, including export laws. The customer is responsible for complying with any and all such laws.

End-user customer must warrant that they hold legal title to the trade-in product(s), free of liens or security interest, and has the legal right to transfer the trade-in product(s) to HP. Title to the trade-in product(s) for recycling transfers to HP on the date and time the trade-in product(s) for recycling are shipped.

Program Steps and Timing

- 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.
- Go to <http://www.hp.ca/tradeandsave> and complete the on-line claim form.
- 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.
- 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 45 days of the purchase
- 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 45 days of the purchase
 2. Your confirmation email with the claim number

- 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
- 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.
- 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.
- 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
- All incomplete claims will be automatically rejected, and must be completed and resubmitted to be processed. A claim is considered incomplete if it matches one or more of the following criteria: missing any information requested on the claim form, missing serial number of new printer(s) or Care Pack(s) purchased, missing proof of purchase documents, invoice with invalid purchase date, unregistered Care Pack(s) prior to claiming, , invalid trade-in product(s) and/or traded in product(s) for recycle that are not shipped within the 15 day limit, customer address is outside Canada, duplicate serial numbers.

Eligible Resellers Claiming on Behalf of the End-user

- When submitting your claim as outlined above, please include the signed Acknowledgment and Release form signed by Reseller and Customer AND the invoice showing the upfront Trade-in Rebate amount. Failure to provide both will result in processing and payment delays.
- Reseller should collect and ship the trade-in product on behalf of the customer to ensure proper processing.

Trade-in pickup and delivery

- The trade-in products must be located in Canada.
- The customer is responsible for the de-installation of the product and must properly prepare the trade-in for shipment. HP will pay for shipping and recycling the eligible trade-in for recycle printers. Some restrictions do apply. Only desktop printers up to 150 lb will be accepted for trade-in. Floor standing units are NOT eligible.
- The customer is responsible for paying for proper packaging to ship the trade-in unit
- The customer is responsible to deliver the trade-in unit to an authorized UPS drop off location or schedule the UPS pick up

- All ink and toner cartridges must be removed from the printer(s) prior to shipping. They should not be included in the same package as the Trade-in Product. To learn about HP Supplies recycling please visit <http://www.hp.ca/recycle>
- To ensure receipt of the cash back amount above, it is very important to properly package the printer following these packing instructions:
 - Package the item(s) in a sturdy cardboard box designed specifically for shipping.
 - Shipping tape that is 2-3 inches wide should be used. We do not recommend using masking or cellophane tape. Tape all edges on the sides, top and bottom to make sure there are no rough edges that could be snagged by automated mail processing equipment.
 - Attach the prepaid shipping label to the outside of the package. Use a piece of clear shipping tape over the top of the label. It is important to use our shipping label, as it will be used to expedite tracking, identification and increase the speed of returns.

Receipt and validation of trade-ins

- The trade-in model number (i.e. LaserJet 4) must match what was provided to HP according to the Program instructions. If they do not match, HP reserves the right to return the trade-in product, if possible. If the product is returned, the Cash Back Designee will be responsible for any and all associated shipping costs.
- Trade-in products for recycling do not have to be in working condition.
- Claimant warrants that the trade-in products are free of any liens or encumbrances, including third-party software which may not be transferred or for which royalties are due. The claimant shall indemnify HP from all claims or losses sustained by HP as a result of any breach of this warranty.
- Risk of loss for the trade-in product(s) shall remain with the end-user until delivery of the same to HP's designated carrier.
- The delivery of the trade-in product(s) to HP's carrier shall be final and effective to transfer title of such products to HP free and clear of all liens and other encumbrances. If accepted for the trade-in offer the product may not be returned to the customer.
- Title of the trade-in product passes to HP at the earlier of either the Cash Back Designee receiving the trade-in credit or cash back allowance or HP's carrier has picked up the trade-in product.
- HP reserves the right to delay payment, and/or review all claims that require investigation due to suspicious activity.

Transmission Errors

HP makes every effort to ensure the accuracy of all information that you receive in relation to your trade-in product. In the event of typographical errors, technical inaccuracies, or product pricing errors or omissions, HP reserves the right to correct the error within ten (10) business days after receiving the proof of purchase. If HP corrects the error, HP will provide you with the following options: (1) to proceed with the transaction based on the corrected information; or (2) to cancel your transaction.

Fraudulent Claims

Submitting false claims for program benefits will disqualify claim, make claimant ineligible for future participation in HP promotional programs, and may subject claimant to civil liability or criminal prosecution

Program Changes or Termination

This program is subject to change or termination at any time, without notice, by HP. All trade-in transactions are subject to the approval of Hewlett-Packard.