

U.S. Employee Purchase Program - (HP EPP)

December 20, 2006

Frequently Asked Questions (FAQs)



Below are some of the more common questions regarding the new U.S. Employee Purchase Program (EPP). Please also refer to the program policy as this document will answer questions not covered here.

General EPP FAQs

Q: Who is eligible to take advantage of the EPP?

A: Full and part-time employees, internal temporary employees and company classified retirees are eligible for the program. Contingent work force, external temporary workers, contractors and employees of vendors are NOT eligible for the program.

Q: What is an internal temporary employee?

A: The following groups are considered internal temporary employees. Limited Term Employees, Qflex employees, Summer Interns, HP Scholar Program employees and Visiting Scientist Program employees directly paid by HP.

Q: What type of discount will HP employees receive on products purchased through the EPP program?

A: IPG and PSG discounts will vary by product.

Q: What is the discount based on?

A: Product discount pricing is set by the business units and is based off Manufacturers Suggested Retail Pricing, which is the pricing you generally find on the HP Home and Home Office main website.

Q: Why are commercial desktops and laptops not included in the program?

A: At this time hpshopping.com currently does not sell commercial PSG products in its program. You can purchase refurbished commercial PSG products at a 10% discount by going to <http://employeeprograms.hp.com/discounts/prod-disc.html> and selecting "HP Refurbished Business Products".

Q: Are refurbished products available for purchase at an employee discount?

A: Consumer products (desktops, laptops, printers, etc.) will be available through the HP EPP. The discount applied will be the same as on new product.

For commercial PSG products employees can purchase refurbished commercial PSG products at a 10% discount by going to <http://employeeprograms.hp.com/discounts/prod-disc.html> and selecting "HP Refurbished Business Products".

Q: Why don't I find every product that hpshopping carries discounted in the HP EPP?

A: If inventory of a particular product is constrained, the HP Home and Home Office Store must prioritize this product first for external HP customers. Once inventory is back to secure levels, the product would be added into HP EPP.

Q: Is the program accessible from home?

A: Yes. The program will be accessible from home. Just enter the HP EPP site from hpshopping.com at <http://www.hpshopping.com/hpepp/>. Once there, your eligibility will be authenticated.

Q: What if I have trouble logging into the HP EPP site?

A: Please ensure that you are typing in an 8 digit employee ID (*this may begin with 00 if you are premerger HP*). Also, verify that you have the correct date of hire and employee

ID:

To verify your employee ID, click on the Work/Life tab on the portal, find the Time Off section, and select Timecard (Online); you will find your employee number on the right side of the the timecard.

To verify your date of hire, click on the Work/Life tab, find the Personal Data section and select Job History; you will find your date of hire on the top of the page.

Q: Are purchases through the program taxable under IRS tax law?

A: No, the value received from this benefit program is not considered taxable income under IRS tax law.

Q: Can I purchase a product for a family member or a fellow co-worker?

A: Eligible employees can purchase for family members or friends. However, any purchase will be counted towards your total product purchase limitation.

Q: What happens if I try to order a product and I have hit my product purchase limitation?

A: Your order will not be approved and you will be notified that your order was rejected because you reached your limit for that product line.

Q: Can I apply other rebates to my order?

A: Company mail-in rebates will be accepted. If applicable, online instant rebates will be automatically applied to the price you see on the hpshopping.com hpepp web site.

Q: How long does it take to receive products ordered through EPP?

A: In order to receive free shipping, products are shipped under the 5 to 7 business day option. This applies to in stock products. Configure to order products will take longer to ship.

Q: May I return a product that I purchase through the program?

A: Per the HP Home and Home Office Store policy, product can be returned and/or exchanged for up to 21 days after delivery. After the 21-day period has ended, support for defective merchandise will be provided by HPp customer care.

Q: What type of warranty comes with products purchased through the EPP program?

A: The same standard consumer warranty that comes with the product.

Q: I am purchasing a product through EPP for a family member. How can I ensure he/she receives the warranty, instead of me?

A: Complete the online registration form, or the mail-in form that comes with the product, with the end user's information. This will put the product under warranty in the correct person's name.

Q: How do I receive service and technical support on my EPP product?

A: The warranty information included with the product will contain service instructions.

Q: Who do I contact if I have a problem with my order?

A: Please consult the web site (<http://www.hpshopping.com/hpepp/index.html>) for information and additional FAQs located in "about hp epp". If you don't find the information you need, please direct your inquiries via email to hpshopping customer care at eppcustomer.hpshopping@hp.com.

Q: Are there other options available to purchase HP product at a discount?

A: Please visit <http://employeeprograms.hp.com/discounts/prod-disc.html>