

Explaining the HP rebate policy and process



The HP Employee Purchase Program utilizes the HP channel wide rebate program. Here are some resources and Frequently Asked Questions to help improve your rebate experience.

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[Find, Submit and Check Rebate Status with the U.S. Rebate Center](#)

The US Rebate Center <http://h30014.www3.hp.com/offers/us/home.aspx> was recently redesigned and functionality was added to offer an improved customer experience while reducing HP's costs for processing rebate claims through automation. The Rebate Center helps you find, submit* and check the status of a rebate. The Rebate Center allows you to search for a specific rebate by product name, product number, rebate name or offer number. You can also browse current rebate offers by product category. <http://h30014.www3.hp.com/offers/us/home.aspx>

*Note, you can start the submittal process online, but you still have to mail POP and other required documents to complete your rebate request.

[Check Rebate Status](#)

You can check your current rebate status by searching on last name, street address and zip code; by tracking ID; or by web submission ID. <https://h30172.www3.hp.com/O4status/Status.asp?>

How To Find Information For Your Rebate

The information you need to submit and track rebates is included on your packing list. Below is a sample packing list from the Home & Home Office Store (formerly HP Shopping).

hp
invent

**HP Home & Home Office Store
Packing List**

To Contact Us
1-888-917-8089

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Ship To: [Redacted]
Phone: [Redacted]

Order Number: [Redacted] 0990
Order Date: 3/28/2006
Order Time: 01:30 PM CST
Ship Date: 3/28/2006

Packing List - Got rebates? If eligible for rebates retain this packing list for your records and rebate submission requirements. HP Home and Home Office Store carries a full line of accessories specially designed for your HP products. Shop online at hpshopping.com

ITEM / Description	Quantity	Unit Price	Total Price
HP Laser 1320N [Redacted]	1	499.99	499.99
- Tracking No: [Redacted] Serial No: SCNHC2DZDM1			
Mail In Rebates You Qualify For: \$100.00 Printer rebate (5043)			
Subtotal:			499.99
GA Tax:			30.00
Shipping/Handling:			0.00
Total:			529.99

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Support and Drivers
For easy access to expert service and support for your HP product including drivers in English or Spanish, go to www.hp.com/go/techsupport or by phone at (800) 474-8854.

Return and Exchange Policy
The HP Home & Home Office Store ("HP Home Store") will accept product returns and exchanges in accordance with our return policy except on special, limited editions. The details of our Return and Exchange Policy can be found at www.hpshopping.com or by calling (800) 917-8089.
Credit for returns and exchanges will not be issued until the HP Home Store confirms receipt of the merchandise. See the following procedure to arrange a return or exchange.
Please retain this packing list for your records and mail-in rebate redemption.

To Request a Return or Exchange
[Redacted] - For all products except printers, Minolta and HP's HP ePrint. This number is required for all returns and exchanges. We will arrange to pick up your return or exchange, or send you a convenient return label.
[Redacted] - Prepare your package for scheduled pickup or drop-off.
• Replace the product in its original packaging.
• Include all items that were originally in the product box.
• Retain for email any original shipping labels.
• On the outside of the package, write in bold letters "RMA #", "Your return authorization number".
*Returns Minolta and HP's have a strict return process. Please call our special TV return number at (800) 570-1414.

Important Note
If you return a product without using this process, your credit or exchange may be delayed pending proof of delivery to our warehouse.
In addition, you will assume risk of loss and payment for returned freight.
Price Protection Policy
The HP Home Store reserves the right to change prices at any time. Should we lower the price of a product you purchased, you may call (800) 917-8089 within 30 days of receiving your order to request a credit for the difference between the price you paid and the current HP Home Store selling price. This policy excludes mail-in rebates.

- Product number
- Model number
- Serial number
- Qualifying rebates

Below is an illustration of how to find and read your product bar code.



Finding Your Bar Code Information

Look on the side of each box for the label that includes the **serial number** and the **model number**. Cut around edge of entire label and remove label. Note, all you need is the label and the top layer of cardboard. You don't need to cut all the way through the cardboard.



Barcode Removal Instructions



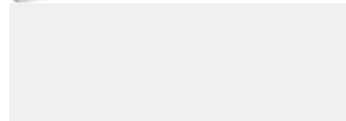
1. Look on side of box for label that includes the serial number (S/N) and the model number.



2. Cut around edge of bar code label with hobby knife or razor.



3. Peel off bar code label with top layer of cardboard only.



Frequently Asked Rebate Questions

General rebate information

Q. Why is it necessary to mail-in my rebate? Can't I just do it all online?

A. Physical rebate submissions are necessary so that HP can verify that each rebate request is valid and not duplicated.

Q. Where can I get a copy of the rebate coupon?

A. You obtain a copy of a specific rebate coupon through your local retailer or by clicking on the "printable coupon" button within the HP rebate center Web site.

Q. Can I apply for more than one promotion/rebate?

A. HP rebates cannot be combined unless specified by those rebates. Check the terms and conditions of your rebate form for the specific limits of the rebate you wish to participate in.

Q. How do I know if I qualify for a specific rebate?

A. If submitting a rebate online, your eligibility will be verified after inputting your information. If submitting a rebate manually, read the rebate's terms and conditions to ensure you qualify for the rebate.

Q. What's the difference between the "purchase by" date and the rebate "submission" date?

A. All qualifying products must be purchased before the "purchase by" date. The "submission" date is the deadline by which HP must receive all applicable rebate materials, such as product receipts, serial numbers, etc.

Q. Why does HP require mail-in proof of purchase?

A. Requiring proof of purchase minimizes fraudulent rebate requests.

Online rebate submissions

Q. How do I submit my rebate online?

A. Go to the [HP Rebate Center](#) and select the category and subcategory to find your rebate. Click on the "submit online" button from your rebate detail page and follow the step-by-step instructions.

PLEASE NOTE: You will still need to PHYSICALLY MAIL the rebate submission label, your purchase receipt(s) and product bar code/serial number labels to the address indicated on the rebate form to complete the rebate submission process.

Q. What are the advantages of submitting portions of my rebate online?

A. Submitting your rebate online allows HP to process your rebate request faster. Additionally, when you enter your product serial number(s) online, we are instantly able to verify that you qualify for that specific rebate. You will also receive email updates periodically letting you know the status of your claim.

Q. What if I don't want to submit my rebate online?

A. You can select the "printable coupon" link on your rebate detail page and complete the form by hand and mail it along with your product receipt(s) and bar code/serial number labels.

Submitting a rebate

Q. How do I know if I qualify for a specific rebate?

A. If submitting a rebate online, your eligibility will be verified after inputting your information. If submitting a rebate manually, Read the rebate's terms and conditions to ensure you qualify for the rebate.

Q. What's the difference between the "purchase by" date and the rebate "submission" date?

A. All qualifying products must be purchased before the "purchase by" date. The "submission" date is Deadline By which HP must receive all applicable rebate materials, such as product receipts, serial numbers, etc.

Q. What do I need to submit to qualify for a rebate?

A. This varies by rebate, but in most cases HP typically requires you to submit:

- Original or copies of receipt(s)
- Cut-outs of original UPC/Serial Number bar code labels from the product packaging
- A completed rebate coupon (submitted online or mailed-in hard copy)

Check the terms and conditions for your specific rebate requirements. Please note that submitted materials become HP property and will not be returned. HP is not responsible for any lost submissions.

Q. What do UPC bar codes look like and where can they be found?

A. UPC codes are found on the outside of your HP product box. Unless otherwise specified by HP, you must submit original UPC/Serial Number bar codes to the appropriate fulfillment address; failure to submit UPC/Serial Number bar codes or submitting copies of UPC/Serial Number bar codes will result in an ineligible submission. For more bar code information, click on "[finding your bar code information](#)" on the HP Rebate center Web site.

Q. Where can I find the product serial number(s)?

A. Product serial numbers (S/N) are typically printed on a sticker or plate located on the side or back of your products. They are typically 10-digits long and consist of a sequence of numbers and letters. For serial number information, click on "finding your bar code information" on the HP Rebate Center site.

Q. I need to print out my rebate submission form. What if I don't have a printer?

A. You can write the Customer Submission number along with your name and address on a sheet of paper and mail it with your cash register receipt and serial number bar code labels from the boxes.

Q. What if I don't have a street address, only a P.O. Box?

A. You must provide a valid street address in addition to your P.O. Box?

Q. What if I can't find my cash register receipt?

A. Rebates will not be accepted without the original OR a valid copy of the cash register receipt. Many retailers keep duplicate receipts in their systems. If you have lost your receipt, you may want to check with the store of purchase to see if they may be able to provide a duplicate.

Q. Who do I call for help in filling out my rebate?

A. If you have any questions regarding the rebate, please call the toll-free customer service hotline at 888-385-5410, 7 a.m. to 7 p.m. Mountain Standard Time, Monday from Friday, or email the rebate center at hp@web-rebates.com. Inquiries will be responded to by the end of the next business day.

Q. Since I purchased my printer from an Internet retailer and I don't have a receipt. Am I still eligible for the rebate?

A. Yes. Submit the shipping invoice with the product names and product numbers circled.

Q. Where do I send my rebate form?

A. You must mail your completed rebate form and proof of purchase to the address on the rebate form.

After I apply for a rebate

Q. How do I receive status updates on my rebate submission?

A. You can receive rebate status updates by clicking the "check the status of your existing rebate" button located within the HP rebate center Web site.

Q. How long does it take to process a rebate?

A. It takes 8-10 weeks to process a claim from the day that it is received. Please note that if there are supply or volume issues, rebate fulfillment may take longer.

Q. What happens if I do not receive my rebate check after the prescribed period?

A. Either click on the "check the status of your existing rebate" link on this Web site or contact the HP rebate center hotline at 1-888-385-5410.

Q. What if I do not cash my check prior to the deadline printed on the rebate certificate form?

A. All checks MUST BE cashed by the date indicated on the check.

For more information

US Rebate Center <http://h30014.www3.hp.com/offers/us/home.aspx>

Rebate Status <https://h30172.www3.hp.com/04status/Status.asp?>

Barcode https://h30172.www3.hp.com/04asi/barcode_info.asp?s=&c

Customer Service Inquiries hp@web-rebates.com