

HP Trade-In and Save 2009

Frequently Asked Questions



What should I do when I can't find my used product in the trade-in pull down?

First, make sure your product is eligible under the terms of the promotion by checking the matrix on the terms and conditions page. If you feel that your product is eligible and not listed in the trade-in pull down menu, please contact customer service and they will assist you in filing your claim.

How long does the HP Trade-In and Save promotion run?

Between January 1, 2009, and December 31, 2009 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. Take advantage of the HP Care Pack Service offer between July 1, 2009 and December 31, 2009. 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, 2010, whichever occurs sooner. This promotion is valid in the Continental US only (continuous 48 states).

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?

Product	Part #	MSRP	Trade In and Save cash back for purchases made on or before June 30, 2009	Trade In and Save cash back Effective for purchases made on or after July 1, 2009	Maximum Allowable cash back
P2035	CE461A	\$229	\$70	\$75	\$150
P2035n	CE462A	\$299	\$75	\$75	\$200
P2055dn	CE459A	\$399	\$50	\$75	\$200
P2055x	CE460A	\$499	\$50	\$75	\$250
CP2025n	CB494A	\$449	\$100	\$75	\$200
CP2025dn	CB495A	\$499	\$125	\$75	\$225
CP2025x	CB496A	\$599	\$100	\$75	\$225
M2727nf	CB532A	\$599	\$100	\$75	\$225
CM2320n	CC434A	\$599	\$100	\$75	\$125
CM2320nf	CC436A	\$699	\$150	\$75	\$275
CM2320fxi	CC435A	\$899	\$100	\$75	\$200
P3005	Q7812A	\$549	\$100	\$100	\$100
P3005d	Q7813A	\$649	\$100	\$100	\$100
P3005n	Q7814A	\$799	\$200	\$200	\$200
P3005dn	Q7815A	\$899	\$200	\$200	\$200
P3005x	Q7816A	\$999	\$200	\$200	\$200
CP3525n	CC469A	\$699	\$100	\$100	\$100
CP3525dn	CC470A	\$899	\$100	\$100	\$100
CP3525x	CC471A	\$1,299	\$300	\$200	\$200
P4014n	CB507A	\$899	\$100	\$100	\$100
P4014dn	CB512A	\$1,179	\$200	\$200	\$200

P4015n	CB509A	\$1,199	\$300	\$300	\$300
P4015tn	CB510A	\$1,449	\$400	\$400	\$400
P4015dn	CB526A	\$1,479	\$400	\$400	\$400
P4015x	CB511A	\$1,729	\$450	\$450	\$450
P4515n	CB514A	\$1,599	\$400	\$400	\$400
P4515tn	CB515A	\$1,849	\$450	\$450	\$450
P4515x	CB516A	\$2,129	\$500	\$500	\$500
CP4700n	Q7492A	\$1,349	\$400	\$300	\$300
CP4700dn	Q7493A	\$1,599	\$400	\$350	\$350
CP4700dtn	Q7494A	\$2,499	\$500	\$400	\$400
M3035	CC476A	\$1,599	\$400	\$400	\$400
M3035xs	CC477A	\$1,999	\$500	\$500	\$500
M4345	CB425A	\$2,599	\$500	\$600	\$600
M4345x	CB426A	\$3,699	\$700	\$700	\$700
M4345xs	CB427A	\$4,799	\$800	\$800	\$800
CM3530	CC519A	\$2,499	\$500	\$600	\$600
CM3530fs	CC520A	\$2,999	\$600	\$700	\$700
CM4730	CB480A	\$4,999	\$800	\$800	\$800
CM4730f	CB481A	\$5,299	\$850	\$850	\$850
CM4730fsk	CB482A	\$6,549	\$1,000	\$1,000	\$1,000
Scanjet N9120	L2683A #B1H	\$3,999.99	\$0	\$400	\$400
Scanjet N9120 GSA	L2683A#201	\$3,999.99	\$0	\$400	\$400
Scanjet N8460	L2690 #B1H	\$1,499.99	\$0	\$100	\$100
Scanjet N8460 GSA	L2690 #201	\$1,499.99	\$0	\$100	\$100
Scanjet 7000	L2706A#BGJ	\$999.99	\$0	\$100	\$100
Scanjet 7000 GSA	L2706A#201	\$999.99	\$0	\$100	\$100
Scanjet 8270	L1975A#B1H	\$899.99	\$0	\$50	\$50
Scanjet 5000	L2715A#BGJ	\$799.99	\$0	\$50	\$50
Scanjet N6310	L2700A #B1H	\$499.99	\$0	\$50	\$50
Scanjet N6310 GSA	L2700A #201	\$499.99	\$0	\$50	\$50
Scanjet N6010	L1983A #B1H	\$499.99	\$0	\$50	\$50
Digital Sender 9250c	CB472A #B1H	\$3,199.99	\$0	\$200	\$200
Officejet Pro 8000	CB092A#B1H, #201	\$149	\$50	\$50	\$120
Officejet Pro 8000 Wireless	C9297A#B1H	\$179	\$50	\$50	\$150
Officejet Pro 8500 All-in-One	CB022A#B1H, #201	\$299	\$50	\$50	\$175
Officejet Pro 8500 All-in-One Wireless	CB023A#B1H	\$399	\$50	\$50	\$200
Officejet Pro 8500 All-in-One Premier	CB025A#B1H	\$499	\$50	\$50	\$225

Eligible Care Packs

Product	Part #	Care Pack SKU #	Description	MSRP	Trade In and Save Cash back Effective July 1, 2009
P2035	CE461A	UK929E	3 Yr ND Exchange	\$59	\$10
P2035n	CE462A	UK929E	3 Yr ND Exchange	\$59	\$10
P2055dn	CE459A	UK929E	3 Yr ND Exchange	\$59	\$10
P2055x	CE460A	UK929E	3 Yr ND Exchange	\$59	\$10
CP2025n	CB494A	UL385E	3 Yr ND Exchange	\$99	\$10
CP2025dn	CB495A	UL385E	3 Yr ND Exchange	\$99	\$10
CP2025x	CB496A	UL385E	3 Yr ND Exchange	\$99	\$10
M2727nf	CB532A	H5471E	3 Yr ND Exchange	\$139	\$15
CM2320n	CC434A	UJ574E	3 Yr ND On-Site	\$199	\$20
CM2320nf	CC436A	UJ574E	3 Yr ND On-Site	\$199	\$20
CM2320fxi	CC435A	UJ574E	3 Yr ND On-Site	\$199	\$20
P3005	Q7812A	U3791E	3 Yr ND On-Site	\$249	\$30
P3005d	Q7813A	U3791E	3 Yr ND On-Site	\$249	\$30
P3005n	Q7814A	U3791E	3 Yr ND On-Site	\$249	\$30
P3005dn	Q7815A	U3791E	3 Yr ND On-Site	\$249	\$30
P3005x	Q7816A	U3791E	3 Yr ND On-Site	\$249	\$30
CP3525n	CC469A	UL367E	3 Yr ND On-Site	\$229	\$25
CP3525dn	CC470A	UL367E	3 Yr ND On-Site	\$229	\$25
CP3525x	CC471A	UL367E	3 Yr ND On-Site	\$229	\$25
P4014n	CB507A	UK523E	3 Yr ND On-Site	\$249	\$30
P4014dn	CB512A	UK523E	3 Yr ND On-Site	\$249	\$30
P4015n	CB509A	H5479E	3 Yr ND On-Site	\$349	\$40
P4015tn	CB510A	H5479E	3 Yr ND On-Site	\$349	\$40
P4015dn	CB526A	H5479E	3 Yr ND On-Site	\$349	\$40
P4015x	CB511A	H5479E	3 Yr ND On-Site	\$349	\$40
P4515n	CB514A	UJ516E	3 Yr ND On-Site	\$499	\$50
P4515tn	CB515A	UJ516E	3 Yr ND On-Site	\$499	\$50
P4515x	CB516A	UJ516E	3 Yr ND On-Site	\$499	\$50
CP4700n	Q7492A	H3113E	3 Yr ND On-Site	\$599	\$60
CP4700dn	Q7493A	H3113E	3 Yr ND On-Site	\$599	\$60
CP4700dtn	Q7494A	H3113E	3 Yr ND On-Site	\$599	\$60
M3035	CC476A	UE685E	3 Yr ND On-Site	\$649	\$65
M3035xs	CC477A	UE685E	3 Yr ND On-Site	\$649	\$65
M4345	CB425A	H7668E	3 Yr ND On-Site	\$1,079	\$100
M4345x	CB426A	H7668E	3 Yr ND On-Site	\$1,079	\$100
M4345xs	CB427A	H7668E	3 Yr ND On-Site	\$1,079	\$100
CM3530	CC519A	UK937E	3 Yr ND On-Site	\$999	\$75
CM3530fs	CC520A	UK937E	3 Yr ND On-Site	\$999	\$75
CM4730	CB480A	HC113E	3 Yr ND On-Site	\$1,699	\$175

CM4730f	CB481A	HC113E	3 Yr ND On-Site	\$1,699	\$175
CM4730fsk	CB482A	HC113E	3 Yr ND On-Site	\$1,699	\$175
Scanjet N9120	L2683A #B1H	UJ990E	3 Yr ND On-Site	\$899	\$100
Scanjet N9120 GSA	L2683A#201	UJ990E	3 Yr ND On-Site	\$899	\$100
Scanjet N8460	L2690 #B1H	U4937E	3 Yr ND Exchange	\$249	\$25
Scanjet N8460 GSA	L2690 #201	U4937E	3 Yr ND Exchange	\$249	\$25
Scanjet 7000	L2706A#BGJ	UN477E	3 Yr ND Exchange	\$199	\$20
Scanjet 7000 GSA	L2706A#201	UN477E	3 Yr ND Exchange	\$199	\$20
Scanjet 8270	L1975A#B1H	U4939E	3 Yr ND Exchange	\$169	\$20
Scanjet 5000	L2715A#BGJ	UH370E	3 Yr ND Exchange	\$149	\$20
Scanjet N6310	L2700A #B1H	UH260E	3 Yr ND Exchange	\$69	\$10
Scanjet N6310 GSA	L2700A #201	UH260E	3 Yr ND Exchange	\$69	\$10
Scanjet N6010	L1983A #B1H	UH260E	3 Yr ND Exchange	\$69	\$10
Digital Sender 9250c	CB472A #B1H	U4659E	3 Yr ND On-Site	\$1,199	\$100
Officejet Pro 8000	CB092A#B1H, #201	UQ209E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -M SVC	\$80	\$10
Officejet Pro 8000 Wireless	C9297A#B1H	UQ209E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -M SVC	\$80	\$10
Officejet Pro 8500 All-in-One	CB022A#B1H, #201	UQ212E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -H SVC	\$115	\$15
Officejet Pro 8500 All-in-One Wireless	CB023A#B1H	UQ212E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -H SVC	\$115	\$15
Officejet Pro 8500 All-in-One Premier	CB025A#B1H	UQ212E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -H SVC	\$115	\$15

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, and HP and non-HP scanners qualify for the trade-in product, and in any condition. Floor standing units ARE not eligible for trade in.

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

Refurbished units will not be eligible for the Trade-In and Save program.

How do I get my cash-back allowance?

To get your cash-back amount, follow these five simple steps:

1. Purchase an eligible HP product between January 1, 2009, and December 31, 2009. Purchase an eligible HP Care Pack Service between July 1, 2009 and December 31, 2009. Go to www.hp.com/go/tradeandsave and complete an on-line claim form. If you purchased 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. Your claim must be submitted within 45 days of purchase invoice date or February 15, 2010, whichever occurs sooner.
2. A confirmation email with a claim number will be sent to you via email once you submit your claim, with instructions on the next steps of the claim process. Please print these out and save for your records. Reference this claim number for all questions relating to this promotion.
3. Fax in the following two documents: your proof of purchase (sales invoice dated between January 1, 2009, and December 31, 2009 (if applicable, sales invoice must be dated between July 1, 2009 and December 31, 2009 to qualify for HP Care Pack Service rebate), and your confirmation email to hptradesave@marketvelocity.com. Please write the serial number(s) of your new printer(s) on the sales invoice(s) prior to faxing/mailling, if they are not already shown. Be sure to keep a copy of your entire claim for your records. Or mail to:

Market Velocity, Inc.
HP Trade-In and Save Program
1305 Mall of Georgia Blvd, Suite 190
Buford, GA 30519
Fax# 678-730-0420

These documents must be submitted within 45 days of purchase invoice date or February 15, 2010, whichever occurs sooner.

Within one (1) business day of validation of your Proof of Purchase, shipping instructions and a shipping label / placard will be e-mailed to you for shipment of the trade-in product(s). You must return trade-in product(s) for recycle in accordance with the instructions provided by HP. The shipping instructions/label is valid for thirty (30) days from the issue date.

4. The customer ships trade-in printer or scanner to MVI using their own box and the shipping label provided by MVI. Trade-in printer or scanner must be shipped within 30 days of receipt of the shipping instructions or by March 17, 2010, whichever occurs first.
5. MVI receives shipment of eligible trade-in product(s) and Proof of Purchase of eligible new product(s) with serial numbers and issues a check (if eligible) within 6-8 weeks from the date the trade-in for recycling product(s) were received. If you have not received payment after 6 to 8 weeks of shipment, please contact Customer Service by calling 1-888-309-2943. 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) purchased, missing proof of purchase documents, invoice with invalid purchase date, invalid trade-in product(s) and/or traded in product(s) for recycle that are not shipped within the 30 day limit.

What is the final submission date for my claim?

All claims must be submitted within 45 days of purchase invoice date or February 15, 2010, whichever occurs sooner.

How does the trade-in process work (if applicable)?

- The Trade-in Product(s) must be located in the continental U.S. (i.e. contiguous 48 states)
- 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 thirty (30) days from the issue date.
- The Trade-in Product(s) must be picked up within thirty (30) days from the date you receive your shipping instructions email or by March 17, 2010, whichever date occurs first, for the appropriate cash-back allowance.
- Trade-in products are any ink, laser printer or scanner – 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 Market Velocity at 1-888-309-2943 Monday - Friday between 8 a.m. and 8 p.m. Eastern Time.

How easy is it to fill out the claim form?

It's very easy. It takes about five minutes.

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

Trade-in printer must be shipped within 30 days of receipt of the shipping instructions or by March 17, 2010, whichever occurs first.

Where can I find the serial number for my purchased/leased printer(s)?

The serial number can be found on the box the printer came in next to the UPC symbol. Or you can find it on the printer itself.

What if one of my old products is damaged? Do I still get a cash-back amount (if applicable)?

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

Can I combine HP Trade-In and Save with another offer?

The maximum combinable rebate amount may allow some combinability of the Trade-In and Save rebate amount and instant rebates up to the maximum allowable rebate amount as defined in the table above. For example, if the Trade-In and Save cash back allowance rebate amount is \$50 and there is a valid Instant Rebate on the eligible OfficeJet Pro sku of \$30, if the maximum allowable rebate amount is greater than the sum, then the customer will receive the sum of the two amounts – in this case, \$80 (\$30 at the time of purchase and \$50 through the Trade-In and Save program). "Instant rebates" are defined as, but not limited to, instant savings, product specific coupons, product specific promotional pricing, and mail-in rebates.

In the case where there is a Big Deal/Contract pricing, customer can take the higher of the two. This will be based off of HP Street Price. (Contact nicole.barrett@hp.com for any exceptions).

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

Yes. A maximum of 400 units that can be traded-in per claim.

What if a customer purchases or 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.

How is the money for the trade disbursed?

Once the product in question has been received and approved by Market Velocity, cash-back checks and HP Access Cards (if eligible, mailed separately), will be mailed within 6-8 weeks. If you have not received your check within eight (8) weeks from the time you shipped your product and provided proof of your new purchase, whichever is later, please contact customer service.

What is the "HP Access Card, and how many will I receive?

One HP Access Card is given per claim (not per unit) traded to customer's only claiming on their own behalf. A reseller claiming on behalf of the customer will not receive the access cards, nor will the customer. This HP Access Card contains offers up to \$1,000 in value and is mailed separately from the cash back check.

How can I learn more about HP Access Cards?

To learn more about the HP Access Card, contact your local reseller or visit www.hp.com/go/hpaccesscard

If I have questions about the HP Trade-In and Save promotion, my claim or my cash-back allowance, whom do I contact?

Please contact customer service or call Market Velocity at 1-888-309-2943.

What if I cannot receive a direct cash back allowance via check from HP, but I purchase direct from HP?

End user customers who purchase **directly** from HP, who are prohibited by law or contract from receiving a mail-in rebate, and are claiming on their own behalf, need to complete the online claims form at www.hp.com/go/tradeandsave. In addition the end user customer must also contact the trade in program manager nicole.barrett@hp.com and inform her that they are an HP Direct customer and provide direct account number and contact information. Once the trade in unit is received and validated by Market Velocity Inc., claims will be processed and the rebate amount will be credited to the customer's purchase order. This process is specific to customers purchasing directly from HP only.

What if I am a reseller for HP, and I want to send my customer to the on-line quote tool, but I don't want them to have an HP shopping experience?

Send them to our channel friendly site that does not have the left navigation that would allow them to go back to hp.com pages.

www.hp.com/go/tradeandsave1

If I am a reseller can I claim on behalf of my customer?

Yes, use the following link to bring you to the on-line quote tool:

<http://hp.tradeups.com/tradeandsavepartners>

Resellers may submit claims on behalf of their end-user customer who are prohibited by law or contract from receiving a mail-in rebate. If the customer is receiving Big Deal Pricing/Special Government pricing, the net cash back will equal the Trade-In and Save Program cash back minus the difference between the proof of purchase price and the MSRP. If the difference is higher than the cash back allowance for the promotion, the user will not be eligible for the cash back allowance, but will be given the option of free recycling and shipping for the older units.

- Resellers may not submit claims on behalf of themselves.
- The Reseller must pass the full cash back amount to the customer first. This must be clearly indicated on the invoice that the credit has been given up front. HP will be auditing claims to ensure authenticity.
- HP will not compensate resellers for discounts that exceed the promotion trade-in values, except as otherwise noted in this document.
- Participation in the HP Trade-In and Save promotion indicates that end-user customer agrees that its reseller, and not HP, is solely responsible for any negotiated sums exceeding HP's authorized trade-in values.

I am a reseller. What is the Big Deal Calculator and where can I find it?

If the customer is receiving Big Deal Pricing / Special Government pricing, then the Reseller has to confirm that there is further room to add any additional cash back allowance credits. If there is not room then this customer is still able to receive free recycling and free shipping for the older units. Resellers can check their big deal pricing using the "Big Deal Rebates Calculator" located at: <https://eclipse.ebus.hp.com/bd/jsp/login.jsp>

What if as a customer and or reseller I only qualify for free recycling and free shipping?

1. Contact customer service at hptradesave@marketvelocity.com or by calling 888-309-2943 between 8am and 8pm ET, Monday through Friday, to receive a manual claim form.
2. Complete manual claim form, providing the details of the trade-in products.
3. Fax, email, or mail in the proof of purchase invoice reflecting Big Deal pricing or Contract Pricing.
4. Pre-paid, pre-addressed shipping labels will be e-mailed to the reseller within one business day of validation of the proof of purchase invoice.

Your claim must follow the same steps and timing as if you were receiving the cash back allowance.

Who can complete claims on leased equipment?

Claims on leased equipment can only be made by the end user. HP will NOT offer rebate to Authorized HP Channel Partners claiming on behalf of their customer for leased equipment.

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.

Will HP accept floor standing printers as part of the program?

HP will not pay for shipping of floor standing products. Customers may choose to utilize HP's recycling program however the customer is financially responsible for all shipping and handling costs associated with the return of these products.

What's the difference between the Trade-In and Save program and the Cash In & Trade Up program?

The Cash In & Trade Up program was designed to help customers take advantage of cost-effective printing and increased productivity with the newest additions to HP's industry-leading line of large format printers. The Cash In & Trade Up program provides customers the option of not returning your current large-format printer.

The Trade-In and Save program was designed to help customers acquire new printers and scanners to take advantage of increased productivity and reduce the impact on the environment. To qualify for the product cash back allowance the Trade-in and Save program requires customers to return their existing printer(s) and scanner(s). See Terms and Conditions for complete details.