

# Frequently asked questions

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## General refund information

### **Q. Can I apply for more than one promotion/refund?**

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

### **Q. How do I know if I qualify for a specific refund?**

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

### **Q. What's the difference between the purchase by date and the refund "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 refund materials, such as product receipts, serial numbers, etc.

### **Q. Why does HP require proof of purchase?**

A. Requiring proof of purchase minimizes fraudulent refund requests.

## Submitting a refund

### **Q. What do I need to submit to qualify for a refund?**

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

- Original or copies of receipt(s)
- Photo copy or scanned image of original UPC/Serial Number bar code labels from the product packaging
- Completed refund online submission (submitted online)

Check the terms and conditions for your specific refund 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 the UPC bar codes look like and where can they be found?**

A. UPC bar codes are located on the outside of your HP product box. Unless otherwise specified by HP, you must submit original UPC/Serial Number bar codes and uploaded to the program offer site; failure to submit 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 Refund Center Web site <https://h41201.www4.hp.com/WMCF.Web/us/en/page/RebateCenter/>.

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

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

### **Q. Can I still apply for the refund without the original proof-of-purchase?**

A. No. Unless otherwise noted, refunds will not be paid without proof-of-purchase.

### **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. Refunds 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 refund?**

A. If you have any questions regarding this refund, please call our toll-free customer service hotline at 888-385-5410, 7 a.m. to 7 p.m. Mountain Standard Time, Monday through Friday, or email us at [hp@web-rebates.com](mailto:hp@web-rebates.com). We will respond to your inquiry by the end of the next business day.

**Q. Since I purchased my printer from an Internet retailer I don't have a receipt. Am I still eligible for the refund?**A. Yes. Provide a copy of the validation receipt or email receipt together with the remaining information required.

## After I apply for a refund

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

A. It will take 8-10 weeks after you have received your entry confirmation. If after 10 weeks later you have not received your refund check you may either email our customer support center at [hp@web-rebates.com](mailto:hp@web-rebates.com) or call 1.888.385.5410.

**Q. How long does it take to process a refund?**

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, refund fulfillment may take longer.

**Q. What happens if I do not receive my refund check after the prescribed period?**A. Contact the HP Refund Center hotline at 1-888-385-5410.

**Q. What if I do not cash my check prior to the deadline printed on the refund certificate form?**A. All checks MUST BE cashed by the date indicated on the check.