# Terms & Conditions

## 1. HP Trade-In and Save program structure

Within the framework of the TradeIn and Save program, HP International Sarl (HP) pays an appropriate tradein value for secondhand products that are returned to HP against the purchase of a new HP product that is part of the program (see web site). The tradein value, though, only ensues if the equipment the participant wants to tradein is directly and verifiably connected to the purchase of one of the HP products named on the web site.

The TradeIn and Save program is referred in the following as "Program".

### Combination with special pricing or other promotions.

This offer MAY NOT be combined with (or "stacked" with) other HP promotional offers or special pricing agreements with HP, in particular OPG pricing, which are offered during the same period.

### Participants

Only HP resellers acting on behalf of an enduser customer are allowed to participate in this program (see further information in paragraph 'reseller claiming on behalf of enduser customers').

The person or company claiming is in the following referred as "participant".

The person or company receiving the tradein value is in the following referred as "rebate designee".

### Products

The list of eligible printers is available on the web site of the program under the address: www.hp.com/eur/tradein.

The eligible printers sold are referred in the following as "Products". The secondhand products which are returned, are referred as "Trade-in Products".

### Promotion Timing

The promotion period, the time for claiming, the new HP products included in the program and the exact tradein values are named on the web site.

HP retains the right to change or terminate this program at any time and without prior notice.

### Logistics

The costs for transportation and all other associated costs such as taxes, customs duty and fees will be carried by HP.

### Offer requests

The participant can obtain information about the program and get a tradein offer on the web site at www.hp.com/eur/tradein.

## 2. Program rules and requirements

HP products purchased outside the EU are not authorised for participation.

The participant can claim the tradein value only once for each new eligible HP product sold to endcustomer.
The participant accepting these program terms and conditions must be the one making the tradein claim. The tradein value is transferred to the rebate designee as specified on the web by the participant.

The bank acccount details provided during registration and the bank account holder's address must match with the seller's address on the end customer invoice provided during registration. Payments can only be made within a valid bank account within the European Economic Area or Switzerland.

Only new HP products are allowed to take part in the program. Demonstration products as well as remarketing or used products are excluded from the program.

This is a oneforone and likeforlike product tradein only. The end customer must purchase one eligible HP product, and tradein one HP or nonHP product to qualify. The tradein product must be of the same category type as the purchased product.

Only mainland applications are valid.

## 3. Program steps and timing

Purchase an eligible HP product before 30/04/2024 and tradein an eligible tradein product of any brand in working condition.

Applications in the program to get the tradein value for the tradein product must be submitted no later than 45days after the date of purchase.

All incomplete claims will be automatically rejected. If incomplete, they must be completed and resubmitted to be processed. A claim is considered incomplete if it matches one or more of the following criteria:

- Any missing information requested on the claim form, for example: serial number of the new product(s) purchased,
- proof of purchase documents with valid purchase date and valid product(s).
- Reseller to provide Transfer of ownership documentation for return product (from end customer to Reseller).
- Valid tradein product(s) not shipped within the 45 days limit.
- Reseller to provide Transfer of ownership documentation for return product (from end customer to Reseller).

## 4. Trade-in agreement

The participant can claim the tradein value via the program web site. By accepting the tradein agreement, the participant warrants that all tradein product(s) have been owned by the end customer for at least 6 months and has been used in the end customer's business.

The rebate designee must warrant that they hold legal title to the tradein product(s) (Transfer of ownership documentation), free of liens or security interest, his ownership is not subject to the rights of third parties and has the legal right to transfer the tradein product(s) to HP.

The rebate designee warrants that the tradein product is free of any restrictions or encumbrances, including thirdparty software which may not be transferred or for which royalties are due.

The tradein agreement between HP and the participant is achieved through the acceptance of the terms and conditions in the web registration.

Tradein agreements that contain false statements cannot be processed. HP reserves the right to delay payment, and / or review all claims that require investigation due to suspicious activity.

## 5. Proof of sell of the new HP product

The proof of purchase (e.g. enduser customer invoice) of the new HP product must be received within 45 days from the claim submission date. The claim will be cancelled if the proof of sell is not received.

The proof of sell of the new HP product must contain the following information:

- Name and address of the enduser customer
- Name and address of the HP reseller, in accordance with the statement on the letterhead
- Model and serial number of the new HP product

A confirmation email with a claim number will be sent once the claim is submitted, with instructions on the next steps of the process. This email should be printed out and a record saved. The claim number must be referenced on all questions relating to this program.

In addition to the invoice for the sold product, HP reserves the right to request from the customer further evidence of sell and/or ownership (e.g. photo of the serial number label, barcodes,...)

## 6. Terms and requirements for the trade-in products

The trade-in values as indicated by HP only apply for trade-in products that are ready for operation. The trade-in product(s) must be returned complete, in good working condition and with all accessories belonging to it.

Before returning the product(s) to HP all data stored on the product must be deleted. After the return of the product(s) to HP, no recovery of data shall be possible. HP will not be liable for the loss of data saved on the product. HP will in no way be responsible for the risk if any undeleted data gets into the hands of a third party.

Trade-in products returned to HP must not be contaminated with biological, chemical or radioactive materials.

Printers being traded in must be capable of printing a test page. All accessories belonging to it e.g. ink and toner cartridges, must be included.

## 7. Trade-In Value terms

The trade-in value is paid by HP to the rebate designee. The payment will be made by electronic bank transfer within 45 days after receipt of the trade-in product at our test centre.

Payments can only be made within a valid bank account within the European Economic Area or Switzerland.

In the event of either incorrect payments made by HP (for example following a false or erroneous claim by the participant), then following not less than 28 days prior written notice from HP, the participant shall repay or reimburse any such incorrect payments. The customer agrees to hold HP free from the responsibility for any liability, claims,

damages and tax liabilities that might arise in such circumstances.

## 8. Logistics

The tradein product(s) must be located in the country the participant is claiming the tradein value.

The participant is responsible for the deinstallation of the tradein product(s) and must properly prepare the tradein product(s) for shipment. HP will pay for shipping (use of the HP shipping label provided is required) and recycling of eligible tradein product(s).

To ensure receipt of the tradein product(s) above, it is very important to package the trade in product(s) properly according to the following packing instructions:

- The tradein product(s) should be packed in a sturdy cardboard box suitable for shipping.
- The shipping label provided by HP during web registration has to be attached to the outside of the package. To secure the label, clear shipping tape has to be used. It is important to attach the HP shipping label as it will be used for processing the application and the tradein product(s).
- Pick up from ground floor only.

HP is not responsible for paying for proper packaging to ship the tradein product(s).

The tradein product(s) to be collected must be packed ready for shipment and needs to be packed on pallets if its weight exceeds 75 kg. The tradein reference number must be clearly visible on the outside of the packaging. The shipping label must be attached in a way that it is easy to read and cannot be lost. The collection must be carried out from the entrance door on the ground floor.

On the agreed date, HP will dispatch a carrier to the address stated by the participant in the web registration. If it is not possible for the HP carrier to come on the agreed date, the carrier will contact the participant to agree a new date. If the tradein product(s) are not ready for pickup on the agreed date and the HP carrier has to come again on another day, the participant will be charged the incurred additional cost.

The period between acceptance of offer and actual pickup of the tradein product must not exceed 45 working days.

HP will only pickup the tradein product(s) within the respective national boundaries.

All ink cartridges must be removed from the printer(s) prior to shipping. They may be included in the same package as the tradein product(s), but they must be wrapped and bagged separately.

## 9. Transfer of ownership and risk

The ownership of the trade-in product will be transferred to HP upon handover of the product to the carrier.

The delivery of the trade-in product to HP's designated carrier shall be final and effective to transfer title of such product to HP's handling house free and clear of all liens and encumbrances.

## 10. Non-return of trade-in product(s)

Trade-in products defined in the web registration under the program must be handed over to HP to qualify. After collection, no trade-in product (including accessories) can be returned again to the participant. These goods remain the

property of HP.

## 11. Returning an incorrect trade-in product

If a trade-in product other than that stated in the web registration has been placed ready for collection and / or carried to the test centre, HP is entitled to charge the rebate designee the incurred costs for the return, in so far as the mistake was not obvious for HP.

## 12. Non-compliance with the program terms

The trade-in product(s) must match the details provided during the registration process. If they do not match, HP reserves the right not to pay any trade-in value or to debit the difference in trade-in value between the stated and actually received trade-in product where the trade-in value of the incorrect product is less.

## 13. Disposal

HP warrants environmentally friendly disposal of trade-in products. The trade-in product is disposed within the EU and may not remain within the national boundaries within which the participant took part in the program.

## 14. Invoicing and Payment

This program requires the beneficiary to send an invoice on the trade-in value to HP. Further instructions to send an invoice will be send via email during claim processing. A failure to send a valid invoice will result in the claim being rejected and invalidates the participation in the program.

## 15. Fraudulent claims

The participant / rebate designee who have abused the program will be excluded. HP reserves the right to take legal action.

## 16. Reseller claiming on behalf of end-user customers

Authorized HP resellers may submit claims on behalf of their enduser customers.

The claim process is outlined below:

The Reseller must either (a) pass the tradein value to the enduser customer at the time of purchase of the new qualifying product or (b) or after he has received the Trade-In Value on his bank account.

HP reserves the right to audit claims to ensure authenticity. HP will not compensate resellers for discounts that exceed the tradein values. Any approved trade in value will be paid to the reseller.

Before a claim will be submitted, the reseller must inform the affected enduser customer that personal data required for the Promotion will be provided to HP and its assignees to process the HP Trade-In.

17. If a product is returned (thus revoking the sales contract) no claim may be made for trade-in value. In this case trade-in value that has already been paid must be fully paid back.