



# Terms & Conditions

Purchase a new eligible HP PageWide Family printer and you will have a ninety (90) day money-back guarantee if you are dissatisfied with the new purchased product. This offer applies exclusively to the eligible HP PageWide Family printer products listed below ("Eligible Products") that are purchased between November 01, 2018 and October 31, 2019. Registration of the new HP PageWide Family printer is required in order to participate, and must be done within twenty-one (21) days of the purchase. Simply complete the on-line registration, upload proof of purchase of an eligible product and enjoy your new HP PageWide Family printer for ninety (90) days. Purchases made, and invoices dated, prior to or after this timeframe will not be eligible for this promotion.

## Program rules and requirements

- n Customer must register the Eligible Product within twenty-one (21) days of purchase.
- n Customer has ninety (90) days from date of purchase to request a return for a rebate of purchase price.
- n Only one cashback rebate may be claimed per new product purchased by the end user. The company or individual accepting these program Terms and Conditions must be the one registering the product and is the "Cashback Designee". The rebate cheque will be made out to the Cashback Designee only and must match the purchaser's name on the proof of purchase invoice.
- n Only End User customers can participate in the Promotion.
- n Lease products do not qualify and are not eligible to participate in the Promotion.
- n Managed Print Services is NOT eligible for this promotion.
- n This promotion is available to Canadian Customers only.
- n The HP PageWide Money-back Guarantee Promotion is available only for the purchase of eligible new printers directly from HP or through authorized HP resellers.
- n The promotion is not valid on refurbished printers, reseller demo units or printers purchased/leased through Internet auctions, or products purchased from any other unauthorized reseller of HP products. Purchase of Eligible Products must be from HP Canada or an HP Canada authorized reseller.
- n HP only accepts complete and undamaged returns in their original packaging.
- n No rebate shall be made without the original packaging with all original accessories (including ink cartridge/toner cartridges in the instance of printers, other detachable parts, manuals, network adapter, cd's, cables, etc.). See Return (section 3) of Program Steps and Timing.

## Eligible Products- Product Name/Part #

Code	Qualifying HP Products	Group	Product availability
J9V80B	HP PageWide 377dw MFP	HP PageWide Model	2016-04-01 - 2019-10-31
D3Q16A	HP PageWide Pro 452dw	HP PageWide Model	2016-04-01 - 2019-10-31
D3Q19A	HP PageWide Pro 477dn MFP	HP PageWide Model	2016-04-01 - 2019-10-31
D3Q20A	HP PageWide Pro 477dw MFP	HP PageWide Model	2016-04-01 - 2019-10-31



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D3Q17A	HP PageWide Pro 552dw	HP PageWide Model	2016-04-01 - 2019-10-31
D3Q21A	HP PageWide Pro 577dw MFP	HP PageWide Model	2016-04-01 - 2019-10-31
4PZ47A	HP PageWide Pro Color 755dn	HP PageWide Model	2018-11-01 - 2019-10-31
4PZ43A	HP PageWide Pro Color MFP 774dn	HP PageWide Model	2018-11-01 - 2019-10-31
4PZ44A	HP PageWide Pro Color MFP 774dns	HP PageWide Model	2018-11-01 - 2019-10-31
4PZ45A	HP PageWide Pro Color MFP 779dn	HP PageWide Model	2018-11-01 - 2019-10-31
4PZ46A	HP PageWide Pro Color MFP 779dns	HP PageWide Model	2018-11-01 - 2019-10-31
J9V82A	HP PageWide Managed P57750dw MFP	HP PageWide Model	2017-11-01 - 2019-10-31
G1W46A	HP PageWide Enterprise X556dn	HP PageWide Enterprise X Model	2016-05-01 - 2019-10-31
G1W39A	HP PageWide Enterprise X586dn MFP	HP PageWide Enterprise X Model	2016-05-01 - 2019-10-31
G1W40A	HP PageWide Enterprise X586f MFP	HP PageWide Enterprise X Model	2016-05-01 - 2019-10-31
G1W41A	HP PageWide Enterprise X586z MFP	HP PageWide Enterprise X Model	2016-05-01 - 2019-10-31
L3U44A	HP PageWide Managed Color E55650dn	HP PageWide Model	2017-11-01 - 2019-10-31
L3U42A	HP PageWide Managed Color MFP E58650dn	HP PageWide Model	2017-11-01 - 2019-10-31
L3U43A	HP PageWide Managed Color Flow MFP E58650z	HP PageWide Model	2017-11-01 - 2019-10-31

Combining with special pricing or other promotions

This offer may be combined with IPS or LES National programs. This promotion is NOT combinable with any HP Trade in Offers.

For the HP PageWide Family printer products only, in the event this offer is combined with any offer that includes free printers, the rebate value will be calculated by dividing the total purchase price paid to HP for all printers by the total



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number of printers received. (Example: If you buy 1 HP PageWide Family printer at a purchase price of \$500 and get 1 free under a Buy One Get One Free offer, you will then have 2 printers and will have paid \$500, so the value of each printer for the Money-back Guarantee rebate is \$250 ( $500 \div 2 = 250$ ). This means that if you register one of the two printers and then return it under this Money-back Guarantee offer but keep the other printer, the rebate HP will send you will be \$250 per the promotions combined.)

## Government or Education involvement:

- n Government customers are legally identified Federal, Provincial, or Local government organizations within Canada. Cashback rebate cheques will be issued in the name of the government organization only, in the event a Government Customer is claiming on their own behalf.
- n Education customers are higher education institutions and schools (K-12), both public and private, within Canada. Cashback rebate cheques will be issued in the name of the educational institution only, in the event an Education customer is claiming on their own behalf.

## Program steps and timing

1. Purchase an eligible HP PageWide Family printer between November 01, 2018 and October 31, 2019.
2. Registration of the new HP PageWide Family printer is required in order to participate, and must be done within twenty-one (21) days of the purchase. Go to [www.hp.ca/mbg](http://www.hp.ca/mbg) to complete the on-line registration. Purchases and invoices dated prior to or after this timeframe will not be eligible for this promotion.
  - i At the time of registration you are required to upload the proof of purchase electronically during the process. If the proof of purchase is not uploaded electronically it will not be possible to finalize the registration request.
  - i After the registration is complete you will receive a confirmation email. Keep this email for your records, you will need it in the event you would like to return your HP PageWide Family printer within ninety (90) days of purchase. Reference the claim number for all questions relating to this promotion.
3. Return of the HP PageWide Family printer if needed requires the customer to open the confirmation email and click on the link provided.
  - i The customer will be required to provide customer details, shipping address for product pick up, mailing address, and upload proof of purchase again.
  - i Once complete the customer will receive via email within one (1) business day of validating the proof of purchase, shipping instructions and shipping label / placard for the return of the HP PageWide Family printer product. The shipping instructions / label is valid for thirty (30) days from the issue date. The product must be shipped within thirty (30) days of receipt of the shipping instructions or by January 29, 2020, whichever occurs first.
  - i The product must be returned complete and undamaged in the original packaging and with all original accessories (including ink cartridge/toner cartridges in the instance of printers, other detachable parts, manuals, network adapter, cds, cables, etc.) to us.
  - i After the product has arrived at HP, payment is made by cheque within 6-8 weeks. The rebate prices stated by HP apply to operational products only. If payment has not been received after 8 weeks of shipment, please contact Customer Service by email [ams.promotions@hp.com](mailto:ams.promotions@hp.com).
  - i Subject to the exception note above in the section titled "Combining with special pricing or other



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promotions", HP will pay the Customer a rebate equivalent to the purchase price listed on the invoice, but no more than the unbinding HP recommended price at the time of sale. HP will only pay this amount. Other hardware, software and services are excluded from the reimbursement. Other costs are not reimbursed and cannot be claimed by HP.

- i 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 product(s) that are not shipped within the thirty (30) day limit.

## Pickup and delivery

- n The return products must be located in Canada only.
- n The person(s) shipping the product back is responsible for ensuring the shipment meets all transportation safety standards.
- n The customer is responsible for the de-installation of the product.
- n The product must be returned complete and undamaged in the original packaging and with all original accessories (including ink cartridge/toner cartridges in the instance of printers, other detachable parts, manuals, network adapter, CDs, cables, etc.) to us.
- n All ink and toner cartridges 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 HP PageWide Family printer product, but they must be wrapped and bagged separately.
- n To ensure you receive the money back guarantee amount, it is very important to properly package your printer following these packing instructions:
  1. Package the item(s) in an original box.
  2. Shipping tape that is 2-3 inches wide should be used. We do not recommend using masking or cellophane tape. Tape all edges on the sides, top and bottom to make sure there are no rough edges that could be snagged by automated mail processing equipment.
  3. Attach the prepaid shipping label to the outside of the package. Use a piece of clear shipping tape over the top of the label. It is important to use our shipping label, as it will be used to expedite tracking, identification and increase the speed of your return.

## Receipt and validation of HP PageWide Family printer Money-back Guarantee

- n HP reserves the right to delay payment, and/or review all claims that require investigation due to suspicious activity.
- n All products returned as part of this program are sent to an HP approved vendor. HP is not responsible for any data that may still reside on a machine. If applicable, the customer should take necessary precautions to clear any sensitive information from devices.
- n You agree to remove all data from your current product before shipping it. You are responsible for removing all data, including without limitation, any personally identifiable information or protected healthcare information, from your current product before shipping it. By sending HP your product, you agree to release HP from any claim as to the data stored in such product, or in any media or data storage device included with any product that you send to HP, and for the security, integrity, confidentiality, disclosure or use of any such data. HP will not be responsible for securing, protecting, keeping secret or otherwise managing any



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form of data or information that is stored on or otherwise contained in any product that you send to HP (including any computer hard drive, ROM, CD-ROM, disk or other storage media of any form).

- n Products returned to HP must not be contaminated with biological, chemical or radioactive materials.

The offer is not open to HP Authorized Resellers, or their employees, dealers or employees (and their immediate families-including spouse, natural and step-parents, children, siblings and members of their household) of HP Inc. (HP), HP Global Promotion Services, PM Digital, Response Point and Publicis purchasing for internal or business use. Participation from these parties will be permissible if purchases are made for personal use only.

## Fraudulent claims

Submitting false claims for program benefits will disqualify end-user or HP authorized reseller's claim, make end-user or HP authorized reseller ineligible for future participation in HP promotional programs, and may subject end-user or HP authorized reseller to civil liability or criminal prosecution.

## Program changes or termination

This program is subject to change or termination at any time, without notice, by HP (Canada) Co. or its subsidiaries. All transactions are subject to the approval of HP.

DEMAND FOR ENGLISH: Participant and HP acknowledge that we each have required that this Agreement and notices required or permitted pursuant hereto be drawn up in the English language only. Les parties reconnaissent avoir demandé que le présent contrat ainsi que toute autre entente ou avis requis ou permis à être conclu ou donné en vertu des dispositions du présent contrat, soient rédigés en langue anglaise seulement.

THESE TERMS AND CONDITIONS ARE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF ONTARIO, AND CANADA AS APPLICABLE, AND NO CONFLICT OF LAWS PROVISIONS OF ANY JURISDICTION WILL APPLY TO THESE TERMS AND CONDITIONS. BY ACCEPTING THE TERMS AND CONDITIONS, YOU UNCONDITIONALLY AND IRREVOCABLY AGREE THAT ANY ACTION OR PROCEEDINGS BROUGHT ARISING OUT OF PARTICIPATION IN THIS PROMOTION OR THESE TERMS AND CONDITIONS WILL BE FILED EXCLUSIVELY IN THE PROVINCE OF ONTARIO AND THE COURTS LOCATED IN THE CITY OF TORONTO, ONTARIO, AND YOU HEREBY IRREVOCABLY AND UNCONDITIONALLY CONSENT AND SUBMIT TO THE EXCLUSIVE JURISDICTION OF SUCH COURTS.