



## HP PAGEWIDE MONEY-BACK GUARANTEE PROMOTION

### PROGRAM SUMMARY

Purchase a new eligible HP PageWide family printer and you will have a one hundred and twenty (120) day money-back guarantee if you are dissatisfied with the new purchased product ("Program" or "Promotion"). This offer applies exclusively to the eligible HP PageWide family printer products listed below ("Qualifying Printers"; each individual printer is referred to as a "Qualifying Printer") that are purchased on or before October 31, 2021 from HP Canada or authorized HP distributor or reseller in Canada while supplies last. Registration of the new Qualifying Printers is required in order to participate, and must be done within twenty-one (21) days of the purchase. If you're not completely satisfied, HP will refund your purchase price. Simply complete the on-line registration, upload proof of purchase of a Qualifying Printer, and enjoy your new Qualifying Printer for one hundred and twenty (120) days. Limitations apply.

### 1. PROGRAM RULES AND ELIGIBILITY

- | Purchases for Qualifying Printers must be made, and invoices must be dated on or before October 31, 2021, while supplies last. Purchases made, and invoices dated after this timeframe will not be eligible for this Promotion.
- | Customer must register the Qualifying Printer online within twenty-one (21) days of purchase. Registration completed outside the registration timeframe will not be eligible for this Promotion.
- | Customer has one hundred and twenty (120) days from the date of purchase to request a return of the Qualifying Printer in exchange for a rebate of purchase price.
- | Only one (1) rebate request may be submitted per new Qualifying Printer. The company or individual accepting these Terms and Conditions must be the one registering the Qualifying Printer, and is referred to as the "Cashback Designee". The rebate will be made out to the Cashback Designee in cheque only.
- | Only end user customers (company or individual) can participate in this Promotion; resellers or distributors are not eligible for this Promotion.
- | Leased products do NOT qualify and are not eligible to participate in the Promotion.
- | Managed Print Services is NOT eligible for this Promotion.
- | This Promotion is available to legal residents of Canada who are eighteen (18) years of age or older, or the age of majority in their province or territory of residence as of the date of making the Qualifying Purchases (defined below). Void outside of Canada, and where prohibited or restricted by law.
- | This Promotion is available only for the purchase of new Qualifying Printers directly from HP or through an authorized HP distributor or reseller in Canada.
- | 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 Qualifying Printers must be from HP Canada or an authorized distributor or reseller in Canada.
- | Only complete rebate request claims and undamaged returned products in their original packaging will be accepted for this Program.
- | No rebate shall be made without HP's receipt of completed rebate claims and undamaged return products in 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.).
- | Any HP money-back guarantee offers for the Qualifying Printers in Canada prior to November 01, 2020 with refund request period less than one hundred and twenty (120) days will now have one hundred and twenty (120) days after the purchase date to submit the Rebate Form (defined below). All other Program Terms and Conditions apply.

### 2. QUALIFYING PRINTERS - PRODUCT NAME/PART #



Code	Qualifying HP Products	Group
D3Q16A	HP PageWide Pro 452dw	HP PageWide Model
D3Q19A	HP PageWide Pro 477dn MFP	HP PageWide Model
D3Q20A	HP PageWide Pro 477dw MFP	HP PageWide Model
D3Q17A	HP PageWide Pro 552dw	HP PageWide Model
D3Q21A	HP PageWide Pro 577dw MFP	HP PageWide Model
4PZ47A	HP PageWide Pro Color 755dn	HP PageWide Model
4PZ43A	HP PageWide Pro Color MFP 774dn	HP PageWide Model
4PZ44A	HP PageWide Pro Color MFP 774dns	HP PageWide Model
4PZ45A	HP PageWide Pro Color MFP 779dn	HP PageWide Model
4PZ46A	HP PageWide Pro Color MFP 779dns	HP PageWide Model
J9V82A	HP PageWide Managed P57750dw MFP	HP PageWide Model
G1W46A	HP PageWide Enterprise X556dn	HP PageWide Enterprise X Model
G1W39A	HP PageWide Enterprise X586dn MFP	HP PageWide Enterprise X Model
G1W40A	HP PageWide Enterprise X586f MFP	HP PageWide Enterprise X Model
G1W41A	HP PageWide Enterprise X586z MFP	HP PageWide Enterprise X Model
L3U44A	HP PageWide Managed Color E55650dn	HP PageWide Model



L3U42A

HP PageWide Managed Color MFP E58650dn

HP PageWide Model

L3U43A

HP PageWide Managed Color Flow MFP E58650z

HP PageWide Model

### 3. COMBINING WITH SPECIAL PRICING OR OTHER PROMOTIONS

This Promotion may be combined only with HP Office Printing Systems programs (OPS programs). This Promotion is NOT combinable with any HP Trade in Offers.

In the event this Promotion 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 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 Promotion, but keep the other printer, the rebate HP will send you will be \$250 per the promotions combined.

### 4. GOVERNMENT OR EDUCATION INVOLVEMENT

- ▮ Government customers are legally identified federal, provincial, or local government organizations within Canada.
- ▮ Cashback rebate cheques will be issued in the names of the government organizations only for government customers, including in the event when government employees are claiming on their own behalf.
- ▮ 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 institutions only for educational institution customers, including in the event education employees are claiming on their own behalf.

### 5. HOW TO PARTICIPATE IN THE PROGRAM

5.1. Purchase Requirement. Participant must purchase a new Qualifying Printer on or before October 31, 2021 ("Purchase Period") from qualifying distributor or retailer located in Canada or HP ("Qualifying Purchases"). Purchases made and invoices dated after the Purchase Period will not be eligible for this Promotion.

5.2. Registration of Your Qualifying Printer.

5.2.1. Registration of the new Qualifying Printer is required in order to participate, and must be completed within twenty-one (21) days of the purchase date ("Registration Period"). Go to [www.hp.ca/mbg](http://www.hp.ca/mbg) to complete the on-line registration. Registration must be completed online at [www.hp.ca/mbg](http://www.hp.ca/mbg). Registration completed outside the Registration Period will not be eligible for this promotion.

5.2.2. During the registration process, participants are required to upload the proof of purchase electronically. If the proof of purchase is not uploaded electronically it will not be possible to complete registration. Proof of purchase must be readable. Mechanical reproductions, altered receipts, or unreadable receipts will not be accepted. It is strongly recommended that the participant maintain possession of the original or photocopy of the proof of purchase, as it is also required to claim money-back guarantee under this Program. In order to complete the registration of the Qualifying Printer, participant must provide a (i) legal name, (ii) serial number of the Qualifying Printer, (iii) claim number in the invoice, (iv) proof of purchase, an (v) address within Canada, an (vi) email address, and must have Internet connection.

5.2.3. After the registration is completed, you will receive a confirmation email ("Registration Confirmation Email") to the email address provided during registration. Keep this email for your records, you will need it in the event you would like to return



your Qualifying Printer within one hundred and twenty (120) days of purchase in order to get money-back guarantee under this Promotion. You will need to reference the claim number in the Registration Confirmation Email for all communication to HP relating to your participation to this Promotion.

## 6. HOW TO RETURN THE QUALIFYING PRINTER

### 6.1. Steps and Requirements to Submit Requests for Refund (Rebate Form) and Return Products.

6.1.1. To request for refund, the Qualifying Printers and all original accessories ("Products") must be returned and accepted by HP. To return the Products, customers must have Internet connection to complete the refund request process. To start the refund process, the customer needs to open the Registration Confirmation Email and click on the link provided in the Registration Confirmation Email.

6.1.2. The customer will be required to provide (i) Qualifying Printer's product serial number; (ii) claim number in the invoice; (iii) customer details (names, emails, address); (iv) shipping address for Products pick up, if applicable; (v) mailing address within Canada, and (vi) upload proof of purchase again on the Rebate Form. The refund request will not be processed if any required information on the Rebate Form is missing.

6.1.3. Consumers must submit the refund request on the Rebate Form within one hundred and twenty (120) days of the Qualifying Purchase ("Refund Request Period"). Any refund request submitted outside the Refund Request Period will not be eligible for this Promotion.

6.1.4. Once required information on the Rebate Form is completed and submitted, the customer will receive via email within one (1) business day of submission validating the proof of purchase and rebate submission, and providing shipping instructions and shipping label / placard for the return of the 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 February 28, 2022, whichever occurs first ("Return Shipping Period").

6.1.5. If the rebate submission is deemed incomplete or otherwise rejected or need further investigation, the customer will receive via email within five (5) business day of submission a notice about the rejection or investigation. Customers shall follow instructions in the email to complete the submission or resubmit the Rebate Form in accordance with these Terms and Conditions.

### 6.2. Pickup and Shipment of Products.

6.2.1. The returned Products must be shipped from within Canada only. Return shipment of Products originated outside of Canada are not eligible for this Program.

6.2.2. The person(s) shipping the Products back is responsible for ensuring the shipment meets all transportation safety standards.

6.2.3. The customer is responsible for the de-installation of the Products.

6.2.4. The Products must be returned 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.). Incomplete or defected refund request or damaged returned Products are not eligible for this Promotion.

6.2.5. 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 Qualifying Printers, but they must be wrapped and bagged separately.

6.2.6. To ensure you receive the money back guarantee amount (purchase price), it is very important to properly package your Products following these packing instructions and additional instructions in the email with shipping 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.

## 7. PROCESS OF GETTING THE MONEY-BACK GUARANTEE REFUND

### 7.1. Acceptance of Returned Products.

7.1.1. The Products must be returned 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.). Incomplete or defected refund request or damaged returned Products are not eligible and will not be accepted under this Program.

7.1.2. All incomplete or defected claim request will be rejected, and must be resubmitted in accordance with these Terms and Conditions in order to be processed and accepted. A refund claim is considered incomplete or has defect if it matches any one or more of the following criteria:

1. missing any required information requested on the Rebate Form;
2. missing serial number of new Qualifying Printer purchased;
3. missing or unreadable proof of purchase documents;
4. missing invoice or invoice with purchase date outside of the Purchase Period;
5. missing printer registration or registration outside of the Registration Period;
6. refund request made outside of the Refund Request Period;
7. Products not shipped within the Return Shipping Period;
8. Products not shipped within Canada;
9. Damaged or missing Products; or
10. Any other eligibility requirement in these Terms and Conditions.

### 7.2. Money-back Guarantee Refund Issuance Process.

7.2.1. After the Products are received by HP, refund payment is made by cheque within 6-8 weeks to the Cashback Designee to the mailing address provided in the Rebate Form. If refund payment has not been received after 8 weeks of shipment, please contact Customer Service by email at [ams.promotions@hp.com](mailto:ams.promotions@hp.com).

7.2.2. Only one (1) rebate request may be submitted per new Qualifying Printer. The Cashback Designee must be the same person/entity as the registrant for the Qualifying Printer.

7.2.3. Subject to the exception of Section 3 above, HP will only pay the customer a rebate equivalent to the purchase price of the Qualifying Printer listed on the invoice at the time of sale. Other costs, including, but not limited to hardware, software and services (such as additional printer supplies, extra warranty, etc.) are excluded from the rebate price.

## 8. REFUND CLAIM AND RETURNED PRODUCTS PROCESSING

8.1. HP reserves the right to delay payment, and/or review all claims that require investigation due to suspicious activity.



8.2. All Products returned as part of this program are sent to HP. 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.

8.3. 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 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).

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

## 9. ADDITIONAL PROGRAM LIMITATION

9.1. Ineligible Purchase and Purchaser. This Promotion 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 the purchasing entities' own use only (namely, when these entities are the end user customers).

9.2. Program Changes or Termination. HP reserves the sole and absolute right and discretion to abbreviate, amend, modify, cancel, terminate or suspend this Promotion (or to these Terms and Conditions) in any way.

9.3. Disqualification. Submitting false claims for program benefits will disqualify the end user customer's claim, make the customer ineligible for future participation in HP promotional programs, and may subject the customer to civil liability or criminal prosecution. ANY ATTEMPT TO DAMAGE THE PROMOTION OR UNDERMINE THE OPERATION OF THIS PROMOTION IN ANY WAY (AS DETERMINED BY HP IN ITS SOLE AND ABSOLUTE DISCRETION) MAY BE A VIOLATION OF CRIMINAL AND CIVIL LAWS AND SHOULD SUCH AN ATTEMPT BE MADE, HP RESERVES THE RIGHT TO DISQUALIFY THE CUSTOMER AND SEEK REMEDIES AND DAMAGES TO THE FULLEST EXTENT PERMITTED BY LAW. HP reserves the sole and absolute right to disqualify any customer found to be acting in violation of these Terms and Conditions. HP further reserves its absolute and sole right to disqualify or void any customer effected by, or any individual attempting to participate in the Promotion through any use of robotic, automatic, macro, programmed, third-party or similar methods.

## 10. LIMITATION OF LIABILITY

To the full extent of applicable law, HP shall not be liable for any loss, damage or injury of any nature howsoever caused to customers in connection with the Promotion. By participating in the Promotion, customers agrees to be bound by these Terms and Conditions, and that HP, its affiliates, representatives, consultants, contractors, legal counsel, partners and promotion and advertising agencies and each of their respective parent companies, subsidiaries, affiliates, partners, representatives, agents, successors, assigns, employees, managers, officers and directors ("Released Entities") are not responsible for any (i) technical, hardware, software, telephone, satellite or other communications malfunctions, errors or failures of any kind; (ii) lost or unavailable network connections, web site, web server, Internet, or ISP availability; (iii) unauthorized human intervention, traffic congestion, failed, incomplete, garbled, jumbled or delayed computer transmissions; (iv) technical, mechanical, printing or typographical or other error in the offer or administration of the Promotion or the processing of information submitted; (v) incomplete or inaccurate capture of entry information (regardless of cause) or the failure to capture, or loss of, any part of such information; (vi) requests (in part or as a whole) that are tampered with, forged, misplaced, misdirected, misidentified, missing, lost, late, deleted, incomplete, damaged, garbled or otherwise not in compliance with these Terms and Conditions; (vii) lost, late, incomplete, stolen, misdirected, undeliverable cheques or email addresses; and (viii) injury or damage to a participant's or any other person's personal or property relating to or resulting from participating in this Promotion. Some jurisdictions do not allow the exclusion or limitation of particular types of damages, so the above



limitation or exclusions may not apply to certain participants in their participation, but will apply to the maximum extent permitted by applicable law.

#### 11. RELEASE

By participating in the Promotion, each customer agrees to waive any rights to claim ambiguity with respect to these Terms and Conditions, and to waive all of the participant's rights to bring any claim, action or proceeding against any of the Released Entities in connection with the Promotion. Participation in the Promotion constitutes each participant's perpetual and irrevocable agreement to release and hold harmless the Released Entities, from any and all claims, lawsuits, judgments, causes of action, proceedings, demands, fines, penalties, liability, costs and expenses (including, without limitation, reasonable attorneys' fees) that may arise in connection with: (i) the Promotion, including, but not limited to, any Promotion related activities such as the of the Promotion or the processing of information submitted; (ii) the collection, processing, or retention of information; (iii) the refund including, but not limited to, late or missing delivery of the cheque; (iv) the violation of any privacy, personal, publicity or proprietary rights; (v) any wrongful, negligent, or unauthorized act or omission on the part of any of the Released Entities; or (vi) the negligence or willful misconduct by a participant. Some jurisdictions do not allow the exclusion or limitation of particular types of damages, so the above limitation or exclusions may not apply to certain participants in their participation, but will apply to the maximum extent permitted by applicable law.

#### 12. DISCLAIMER OF WARRANTIES

WITHOUT LIMITING THE FOREGOING, EVERYTHING REGARDING THIS PROMOTION IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

#### 13. FORUM AND RECOURSE TO JUDICIAL PROCEDURES

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 participating in this Promotion and accepting these 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.

#### 14. USE OF DATA

HP will be collecting personal data about participants in accordance with its privacy policy. Please review the HP's privacy policy at located at [www.hp.com/hpinfo/globalcitizenship/privacy/masterpolicy.html](http://www.hp.com/hpinfo/globalcitizenship/privacy/masterpolicy.html).

#### 15. INTELLECTUAL PROPERTY RIGHTS

All rights, title, and interest in the Promotion and all accompanying materials including but not limited to the intellectual property rights in any and all HP created contents shall vest solely and exclusively with HP.

#### 16. MISCELLANEOUS

The decisions of the HP in respect of any and all aspects of the Promotion will be final and binding. This Promotion is subject to applicable federal, provincial, territorial, and local laws and regulations. Receiving any cheque is contingent upon fulfilling all requirements set forth herein. Each customer may be required to show proof of eligibility and compliance with these Terms



and Conditions. Any attempted form of participation in this Promotion other than as described herein is void and will result in disqualification. HP's failure to exercise any right under these Terms and Conditions will not constitute a waiver of such right. If any provision or part of these Terms and Conditions is found to be invalid or unenforceable, the other provisions or parts of these Terms and Conditions shall remain in full force and effect. All materials submitted will not be returned. The details of the Promotion set forth in these Terms and Conditions shall prevail in the event of any conflict of details regarding the Promotion.

Customer service inquiries about the Program can be made at: [ams.promotions@hp.com](mailto:ams.promotions@hp.com).

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