



HP Refresh and Recycle Promotion

[Terms and Conditions \(Canada\)](#)

HP Refresh and Recycle Program Structure

Within the framework of the HP Refresh and Recycle Program, HP Inc. ("HP") will pay shipping and recycling for Participants (as defined below) for qualifying used products that are returned to HP in connection with the purchase of qualifying new HP products eligible to participate in this program. All qualifying products are below and on the web site www.hp.com/ca/refreshandrecycle.

The HP Refresh and Recycle Promotion is referred in the following as "Program". Promoter: HP

Promotion Details:

Promotion Dates: November 01, 2022 to October 31, 2023, 11:59 p.m.

Last day to claim and submit proof of purchase: Within thirty (30) days of purchase date and no later than Midnight on November 30, 2023, whichever is sooner.

Last day to ship Recycle product: Must be shipped within thirty (30) days from when shipping label is received and no later than Midnight ET on December 31, 2023, whichever is sooner.

Note: This promotion will follow Eastern Time. The promotion window will start promptly at 12:01 a.m. and end promptly at midnight during the defined promotion window.

Simply complete the Refresh and Recycle on-line claim form, provide proof of purchase of an eligible HP product(s) and return an eligible laser or ink printer for recycling. See Program website for a list of eligible brands and printers. Purchases and invoices dated prior to or after this timeframe will not be eligible for this promotion.

Combination with special pricing or other promotions

This printer recycle offer MAY be combined with (or "stacked" with) HP National instant rebates unless noted otherwise by HP. This offer must comply with stacking rules and terms and conditions of other promotions. Contact customer service at ams.promotions@hp.com for any exceptions.

Participants

End User Customers can participate in this Program. The customer claiming and recycling is referred to in these terms and conditions as the "Participant". This Program is not open to employees of HP, their agents, resellers, employees of resellers, or anyone connected with the Program.

Qualifying Products

The list of qualifying new purchase products can be found on the web site: www.hp.com/ca/refreshandrecycle.

The Refresh and Recycle promotion is valid for certain HP Products purchased through HP or with an authorized HP Reseller in the United States. The promotion is not valid if the products purchased will be resold, leased, or rented to a third party.

The qualifying new purchase products are referred to in the following terms and conditions as "HP Products".

The qualifying used products which may be returned to HP under this Program are referred to as "Recycle Products".



Terms & Conditions

Promotion Timing and Program Steps

The promotion period, the time for claiming the new HP Products included in the Program, are all specified on the web site: www.hp.com/ca/refreshandrecycle

Qualifying New HP Products.

Purchase an eligible HP printer between November 01, 2022 and October 31, 2023 and recycle your old eligible laser/ink printer, any condition. The date of the Seller's invoice shall be considered as the date of purchase of the HP product. Go to: www.hp.com/ca/refreshandrecycle and complete an on-line claim form.

The claim and proof of purchase must be submitted within thirty (30) days of purchase invoice date or November 30, 2023, whichever occurs sooner.

If an eligible non-HP product is to be returned, correctly complete the on-line claim form to show that non-HP product will be traded. See Program website for eligible non-HP recycle printer brands and models. The Proof of Purchase for the new printer(s) purchased must be received within thirty (30) days of purchase invoice date or November 30, 2023, whichever occurs sooner. If the proof of purchase is submitted after the claim is submitted, then email:

ams.promotions@hp.com a copy of your proof of purchase for validation. A confirmation email with a claim number will be sent once the claim is submitted. Please print these out and save for your records. Reference the claim number for all questions relating to this promotion.

Within three (3) 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 recycle product(s). The customer must return recycle product(s) for recycle in accordance with the instructions provided by the program. The shipping instructions/label is valid for thirty (30) days from the issue date.

Customer ships recycle product using their own box and the shipping label provided. Recycle product must be shipped within thirty (30) days of receipt of the shipping instructions or by December 31, 2023, whichever occurs first.

Upon validation of the return of the eligible recycle product and Proof of Purchase of eligible new product with serial numbers recycle product will be recycled. 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 recycle product(s) and/or traded in product(s) for recycle that are not shipped within the 30-day limit.

Program rules and requirements

The Program is valid for HP Products purchased in Canada and all Recycle Products must also be located and returned to HP in Canada.

HP Products purchased in any country other than one specified above are not authorized for participation in this Program and HP will not arrange or accept any cross-border shipments of Recycle Products in connection with this Program.

This is a one-for-one and like-for-like product recycle only. The Participant must purchase qualifying HP Product(s) listed in section below, or on the Program website, and recycle the same number of qualifying Recycle Product(s) listed in below, or on the Program website.

A minimum purchase of 1 eligible HP Product is required for participation in the Program.

HP laser desktop, non-HP laser desktop, HP DeskJets/OfficeJets, non-HP inkjets, up to a maximum of 115 pounds / 52 kg qualify for the recycle product, and floor standing units are NOT eligible for recycle.

See Program website for a list of eligible recycle brands and printers.

The customer must purchase one (1) eligible HP printer and recycle one (1) HP or non-HP desktop laser or ink printer to qualify. Leased product: The promotion is available for new lease agreements entered into between an authorized HP reseller and an end user customer if the following conditions are met:



Terms & Conditions

- | The new lease agreement must be for at least a one-(1) year term.
- | The sales invoice submitted with the claim must list the leasing services of the item being sold (e.g. for lease of an HP LaserJet XXX applicable (date) through (date) and a copy of the lease must be attached to the sales agreement; If the lease agreement cannot be supplied, an invoice that references the serial numbers of the new units that are associated with the new lease agreement must be submitted.

HP PurchasEdge program points can be used with this promotion.

This promotion is available to Canada Customers only.

Recycle products do not have to be in working condition. Terms and Requirements for the recycle products below on how to package your recycle product and what you are responsible for with respect to security. Customers can remove hard drives.

The HP Refresh and Recycle program is available only for purchase(s)/lease(s) of eligible new Printer(s) directly from HP or through authorized HP resellers. The promotion is not valid on refurbished printers, reseller demo units, Try HP or printers purchased/leased through Internet auctions, or from any other unauthorized reseller of HP products.

Transmission errors

HP makes every effort to ensure the accuracy of all information that you receive in relation to the current promotion and products. In the event of typographical errors, technical inaccuracies, or product pricing errors or omissions, HP reserves the right to correct the error within seven (7) calendar days of the trade. If HP corrects the error, HP will provide you with the following options: (1) to proceed with the transaction based on the corrected information; or (2) to cancel your transaction, in which case HP will promptly send the recycle product back (if possible) or replace it with like product (i.e., similar make, model and condition).

Program changes or termination

This program is subject to change or termination at any time, without notice, by HP. All recycle transactions are subject to the approval of HP.

Recycle agreement

The Participant can submit a claim via the Program website. By accepting the recycle agreement, the Participant warrants that all Recycle Product(s) have been owned by the Participant for at least 12 months, and been used by the Participant.

The Participant also warrants that (i) it holds legal title to the Recycle Product(s), free of any liens or security interests; and (ii) it has the legal right to transfer the Recycle Product(s) to HP free of any restrictions or encumbrances, including third-party software which may not be transferred or for which royalties are due. The Participant shall indemnify HP from all claims or losses sustained by HP as a result of any breach of this warranty.

The Recycle agreement between HP and the Participant is executed through the acceptance of the terms and conditions in the course of the registration process on the Program web page: www.hp.com/ca/refreshandrecycle

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

HP reserves the right to audit all claims to ensure that the terms and conditions of the Program have been met and to request additional information regarding any and all claims and supporting documents.

In the event of false, erroneous claims submitted by the Participant, or overpayments made by HP, and subject to HP



Terms & Conditions

servicing not less than thirty (30) days prior written notice, the Participant shall repay or reimburse HP for any such false, erroneous claims, or overpayments, and the Participant shall hold HP harmless and indemnify HP from any liability, claims, damages and tax liabilities arising in such circumstances.

HP is not responsible or liable for any technical, hardware, software, server, website, or other failures or damage of any kind to the extent that this prevents or otherwise obstructs the Participant from participating in the Program.

To the full extent permitted by applicable law, HP shall not be liable for any loss, damage or injury of any nature howsoever caused to Participants pursuant to this Program.

HP reserves the right to amend the terms and conditions of this Program at any time without notice.

HP may cancel this Program where required to do so for legal or commercial reasons arising from applicable laws.

Proof of purchase of the new HP product

The proof of purchase (invoice) of the new HP Product must be submitted within thirty (30) days of purchase invoice date or November 30, 2023, whichever occurs sooner. The request will be cancelled if the proof of purchase is not received.

The proof of purchase of the HP Product must contain the following information:

- | Name and address of the end user customer
- | Name and address of Authorized HP Reseller, must be clearly visible on the customer invoice
- | Model, serial number, and purchase price of the new HP product
- | The invoice cannot be handwritten and must include the invoice date

Once the Recycle request is submitted, a confirmation email with the request number will be sent to the Participant with instructions on the next steps of the process. This email should be printed out and a record saved. The request number must be referenced on all further communication relating to this Program.

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

Terms and Requirements for the recycle products

The Participant is responsible for removing all data, including without limitation, any personally identifiable information or protected healthcare information, from all recycle products before shipping the products to HP under this Program. By sending any product to HP, the Participant agrees to release HP from any claim as to the data stored in such product, or in any media or data storage device included with such 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 the Participant sends to HP or an HP service provider (including any computer hard drive, ROM, CD-ROM, disk or other storage media of any form).

HP is not authorized to receive products that are classified as hazardous waste or shipped with a hazardous waste shipping document (e.g. Uniform Hazardous Waste Manifest in the U.S).

This Program is not intended for any Recycle Product that is or has become contaminated or suspected of being contaminated with chemicals, biological agents, or other substances that are not integral to the original new equipment or otherwise associated with normal office or household environments. Products that may be contaminated must be



Terms & Conditions

decontaminated prior to their delivery to HP.

The following items are UNACCEPTABLE and SHALL NOT BE INCLUDED IN SHIPMENTS TO HP:

- | Loose batteries
- | Loose lamps
- | Loose mercury relays
- | Loose print cartridges
(For HP cartridge recycling see:
www.hp.com/recycle)
- | Chemicals of any type
- | Any broken CRT glass

The recycle model number (i.e. LaserJet 4) must match what was provided to HP according to the Program instructions. If they do not match, HP reserves the right to return the recycle product, if possible. If the product is returned, the Participant will be responsible for any and all associated shipping costs.

Recycle products for recycle do not have to be in working condition.

All recycle products are subject to inspection and acceptance by HP upon receipt and prior to issuance of any cash back allowance.

The end-user warrants that the recycle products are free of any liens or encumbrances, including third-party software which may not be transferred or for which royalties are due. The end-user shall indemnify HP from all claims or losses sustained by HP as a result of any breach of this warranty.

Risk of loss for the recycle products shall remain with the end-user until delivery of the same to HP's designated carrier. The delivery of the recycle products to HP's carrier shall be final and effective to transfer title of such products to HP free and clear of all liens and other encumbrances. No recycle products or any part thereof will be returned to the customer.

Title of the recycle product passes once HP's carrier has taken physical hold of the recycle product.

HP reserves the right to review all claims that require investigation due to suspicious activity.

All products returned as part of this program are sent to an HP approved recycler. 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.

Logistics to Return Product

This promotion is open to Canada only. The Participant must purchase the HP Product(s) and return their Recycle Product(s) within the boundaries of Canada.

The Participant is responsible for the de-installation of the Recycle Product(s) and must properly prepare the Recycle Product(s) for shipment. The cost for shipping and recycling, if applicable, of any conforming Recycle Product(s) that are returned in accordance with the terms and conditions of this Program will be borne by HP. HP reserves the right to charge the Participant for any transportation costs it incurs in connection with the delivery of any nonconforming products under this Program or for Participant's failure to comply with the Program terms and conditions.

To avoid damages and /or delays during transportation and processing of the Recycle Product(s), the Participant must adhere to the instructions below:

The Recycle Product(s) must be packed in sturdy cardboard boxes suitable for shipping.

If ink and/or toner cartridges are included with any Recycle Products, they must be removed from printer(s) and must be packed separately in an appropriate container protecting against potential leakage. This container may then be packed in the same box as the Recycle Products.



Terms & Conditions

The shipping label provided by HP must be attached to the outside of the box and should remain easily accessible at all times. It is possible that a pickup will be scheduled for multiple printers in lieu of individual shipping labels. Palletizing requirements will be based on size, weight and number of units at location.

The shipping label should be secured with transparent shipping tape to prevent separation.

Recycle Product(s) received without the shipping label attached may not be properly processed.

HP is not responsible for paying for proper packaging of the Recycle Product(s).

The trade in product must be shipped within thirty (30) days of receiving the shipping label or by December 31, 2023, whichever occurs sooner.

It is very important to properly package your printer following these packing instructions:

- | Package the item(s) in a sturdy cardboard box designed specifically for shipping.
- | 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.
- | 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.

Transfer of Ownership and Risk of Product Loss

Ownership and risk of loss of the Recycle Product will be transferred to HP upon acceptance of the Recycle Product at the HP designated processing center. The delivery of the Recycle Product to HP's designated processing center shall be final and effective to transfer title of such product to HP or HP's designated service provider free and clear of all liens and encumbrances.

Non-return of Trade-In Product(s)

Recycle Products must be returned to HP to qualify. Once collected by HP, no Recycle Product (including accessories) can be returned to the Participant. All accepted Recycle Products remain the property of HP.

Non-compliance with the Program Terms

The Recycle Product(s) must match the details provided during the registration. All Recycle Products are subject to inspection and acceptance by HP upon receipt.

If the Recycle Products are not delivered to HP within the timeframe set forth above or are not delivered complete and in the stated condition, HP reserves the right to return or recycle any non-conforming products at Participant's expense.

Recycling of Trade-In Products

HP will arrange for the recycling of any Recycle Products received under this Program in compliance with applicable laws,



Terms & Conditions

in its sole discretion.

Fraudulent Claims

Participants proved to have entered fraudulent claims will be excluded. HP reserves the right to take legal action with respect to any such fraudulent claim.

New HP Product Returned

These Terms and Conditions are governed by and construed in accordance with the laws of the Province of Ontario and the laws of Canada applicable therein and no conflict of laws provisions of any jurisdiction will apply to these terms and conditions. By accepting the Terms and Conditions, you agree that any action at law or in equity arising out of or relating to these Terms and Conditions will be filed only in the Provincial or Federal court located in the Province of Ontario and you hereby irrevocably attorn to the exclusive jurisdiction of such courts over any suit, action or proceeding arising out of these Terms and Conditions.

Qualifying New HP Products

SKU	Qualifying HP Products
HP Neverstop Laser	
5HG80A	HP Neverstop Laser 1001nw
5HG93A	HP Neverstop Laser 1202nw
HP Single-Function Monochrome LaserJet Printers	
W1A53A	HP LaserJet Pro M404dn
W1A56A	HP LaserJet Pro M404dw
W1A52A	HP LaserJet Pro M404n
3PZ15A	HP LaserJet Enterprise M406dn
J8H61A	HP LaserJet Pro M501dn
1PV87A	HP LaserJet Enterprise M507dn
1PV86A	HP LaserJet Enterprise M507n
1PV88A	HP LaserJet Enterprise M507x
K0Q14A	HP LaserJet Enterprise M607n
K0Q17A	HP LaserJet Enterprise M608n
7PS82A	HP LaserJet Enterprise M610dn
7PS84A	HP LaserJet Enterprise M611dn
7PS85A	HP LaserJet Enterprise M611x
7PS86A	HP LaserJet Enterprise M612dn
7PS87A	HP LaserJet Enterprise M612x
CF235A	HP LaserJet Enterprise 700 M712n



Terms & Conditions

CF236A HP LaserJet Enterprise 700 M712dn
CF238A HP LaserJet Enterprise 700 M712xh
HP Single-Function Color LaserJet Printers

W1Y44A HP Color LaserJet Pro M454dn
W1Y45A HP Color LaserJet Pro M454dw
3PZ95A HP Color LaserJet Enterprise M455dn
7ZU81A HP Color LaserJet Enterprise M554dn
7ZU78A HP Color LaserJet Enterprise M555dn
7ZU79A HP Color LaserJet Enterprise M555x
J7Z99A HP Color LaserJet Enterprise M652dn
J8A04A HP Color LaserJet Enterprise M653dn
T3U43A HP Color LaserJet Enterprise M751n
T3U44A HP Color LaserJet Enterprise M751dn
HP Multi-Function Monochrome LaserJet Printers

3PZ55A HP LaserJet Enterprise MFP M430f
W1A30A HP LaserJet Pro MFP M428fdw
1PV64A HP LaserJet Enterprise MFP M528dn
1PV65A HP LaserJet Enterprise MFP M528f
1PV66A HP LaserJet Enterprise Flow MFP M528c
1PV67A HP LaserJet Enterprise Flow MFP M528z
7PS95A HP LaserJet Enterprise Flow MFP M634h
7PS98A HP LaserJet Enterprise MFP M635fht
7PS99A HP LaserJet Enterprise Flow MFP M635z
7PT01A HP LaserJet Enterprise Flow MFP M636z
CF066A HP LaserJet Enterprise MFP M725dn
CF067A HP LaserJet Enterprise MFP M725f
CF068A HP LaserJet Enterprise MFP M725z
CF069A HP LaserJet Enterprise MFP M725z+
HP Multi-Function Color LaserJet Printers

W1A79A HP Color LaserJet Pro MFP M479fdn
W1A80A HP Color LaserJet Pro MFP M479fdw
3QA55A HP Color LaserJet Enterprise MFP M480f
7ZU87A HP Color LaserJet Enterprise MFP M578 Flow c
7ZU85A HP Color LaserJet Enterprise MFP M578dn
7ZU86A HP Color LaserJet Enterprise MFP M578f
J8A10A HP Color LaserJet Enterprise MFP M681dh
J8A12A HP Color LaserJet Enterprise Flow MFP M681f
J8A13A HP Color LaserJet Enterprise Flow MFP M681z
J8A17A HP Color LaserJet Enterprise Flow MFP M682z



Terms & Conditions

T3U55A HP Color LaserJet Enterprise MFP M776dn
T3U56A HP Color LaserJet Enterprise Flow MFP M776zs
3WT91A HP Color LaserJet Enterprise Flow MFP M776z
HP PageWide Printers

D3Q16A HP PageWide Pro 452dw
D3Q20A HP PageWide Pro MFP 477dw
D3Q17A HP PageWide Pro 552dw
D3Q21A HP PageWide Pro MFP 577dw
G1W46A HP PageWide Enterprise Color 556dn
G1W39A HP PageWide Enterprise Color MFP 586dn
G1W40A HP PageWide Enterprise Color MFP 586f
G1W41A HP PageWide Enterprise Color Flow MFP 586z
J7Z10A HP PageWide Enterprise Color MFP 780dns
J7Z12A HP PageWide Enterprise Color Flow MFP 785zs
4PZ43A HP PageWide Pro MFP 774dn
4PZ44A HP PageWide Pro MFP 774dns
4PZ45A HP PageWide Pro MFP 779dn
4PZ46A HP PageWide Pro MFP 779dns
4PZ47A HP PageWide Pro 755dn

HP LaserJet & PageWide Managed Printers

3PZ35A HP LaserJet Managed E40040dn
3QA35A HP Color LaserJet Managed E45028dn
3PZ75A HP LaserJet Managed MFP E42540f
3QA75A HP Color LaserJet Managed MFP E47528f
1PU51A HP LaserJet Managed E50145dn
1PS55A HP LaserJet Managed Flow MFP E52645C
1PS54A HP LaserJet Managed MFP E52645dn
3GX99A HP Color LaserJet Managed E55040dn
3GY26A HP Color LaserJet Managed Flow MFP E57540c
3GY25A HP Color LaserJet Managed MFP E57540dn
3GY09A HP LaserJet Managed E60155dn
3GY10A HP LaserJet Managed E60165dn
3GY12A HP LaserJet Managed E60175dn
3GY16A HP LaserJet Managed Flow MFP E62665h
3GY17A HP LaserJet Managed Flow MFP E62665z
3GY31A HP Color LaserJet Managed MFP E67650dh
3GY14A HP LaserJet Managed MFP E62655dn
3GY03A HP Color LaserJet Managed E65150dn
3GY04A HP Color LaserJet Managed E65160dn
3GY32A HP Color LaserJet Managed Flow MFP E67660z



Terms & Conditions

T3U64A HP Color LaserJet Managed E75245dn
L3U44A HP PageWide Managed Color E55650dn
J9V82A HP PageWide Managed P57750dw MFP
T3U66A HP Color LaserJet Managed E85055dn
L3U42A HP PageWide Managed Color MFP E58650dn
L3U43A HP PageWide Managed Color Flow MFP E58650z
HP Scanner

6FW07A HP ScanJet Pro 3000 s4 Scanner
6FW08A HP ScanJet Pro N4000 snw1 Scanner
6FW09A HP ScanJet Enterprise Flow 5000 s5 Scnr
6FW10A HP ScanJet Enterprise Flow N7000 snw1 Scanner
L2757A HP ScanJet Enterprise Flow 7000 s3
L2725B HP ScanJet Enterprise 7500 Flatbed
L2762A HP Digital Sender Flow 8500 fn2
L2763A HP ScanJet Enterprise Flow N9120 fn2 Flatbed

Qualifying Recycle Products

Please visit www.hp.com/ca/refreshandrecycle for a complete list of eligible Recycle Products.