Terms & Conditions

A. Buy and Try: HP LaserJet - Program Structure

Within the framework of the Buy and Try: HP LaserJet Participants qualify with the purchase of an eligible HP Product (to be found on the web site www.hp.com/uk/buyandtry) to participate in this Program and buy and test the product without risk.

The Participant has a money-back-guarantee (subject to conditions) if the purchased HP Product has not entirely convinced the Participant after 40 calendar days from purchase date.

The Buy and Try: HP LaserJet is hereafter referred to as "Program".

Participants

Only End-User Customers are allowed to participate in this program.

That means End-User Customers are claiming and receiving the Buy & Try refund.

The person or company claiming and entitled to receive the refund payment is in the following referred as Participant.

Resellers may not submit claims on behalf of their customers.

Products

The eligible products purchased are referred in the following as HP Products.

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

The Program is valid in respect of HP Products purchased between 01/06/2017 and 30/04/2024 from either directly HP, an authorized Reseller or Retailer.

The Program is not valid if the HP Products will be resold or rented to a third party.

The list of eligible products can be found on the web site www.hp.com/uk/buyandtry.

The Participant may participate with a maximum of 2 HP Product(s) during the period of the Program.

Promoter (referred to herein as 'HP'):

Promoter UK: HP Inc UK Limited
Earley West
300 Thames Valley Park Drive
Reading
RG6 1PT
United Kingdom

Paying Entity:

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HP International Sarl
150 Route du Nant d'Avril
1217 Meyrin 2
Geneva
Switzerland

B. Program rules and requirements

The Program is valid in United Kingdom.

The Buy&Try agreement between HP and the Participant is achieved through the acceptance of the terms and conditions in course of the registration process on the Program web page www.hp.com/uk/buyandtry.

This Program can not be used in conjunction with other sale promoting measures from or special agreements with HP that are offered at the same time.

The purchase price listed on the invoice will be paid, but no more than the non binding 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 by and cannot be claimed from HP.

HP only accepts complete and undamaged returns in original packaging. No refund is made without the original packaging.

The HP Product must be returned complete and undamaged in the original packaging and with all original accessories included at time of purchase of the HP Product (such as but not limited to used ink cartridge/toner cartridges in the instance of printers, other detachable parts, manuals, network adapter, CDs, cables, power supplies, monitors, key boards, mice, graphic cards, etc).

Incomplete or damaged returns can not or are only partially refunded.

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

The HP Product(s) for return must be located within the country the Participant registered to the Program.

Applications for collection of HP products in offshore locations can not be accepted.

The ownership of the HP Product(s) will be transferred to HP upon handover of the product to the designated HP Test Center.

The delivery of the HP Product(s) to HPs designated carrier shall be final and effective to transfer title of such product to HPs handling house free and clear of all liens and encumbrances.

The HP Product(s) defined in the web registration under the program must be handed over to HP to qualify. After receipt in HP's handling house, no HP Product(s) (including accessories) can be returned again to the participant. These HP Product(s) remain the property of HP.

The HP Product(s) must match the details provided during the registration process. If they do not match, HP reserves the right not to pay any refund or to debit the difference between the stated and actually received HP Product when the refund value is less.

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C. Program Steps and Timing

The Participant can register, obtain information about the program and request the product return on the web site www.hp.com/uk/buyandtry.

Registrations must be submitted online, within 30 days after date of purchase.

The date of the invoice shall be considered as the date of purchase.

The application to return the HP Product must be made within 40 calendar days after the date of purchase.

The proof of purchase must contain the following information:

- Name and address of the Purchaser
- Name and address of the Seller, in accordance with the statement on the letterhead
- Model and serial number of the HP Product(s).

Proof of purchase can either be uploaded during registration on www.hp.com/uk/buyandtry, sent via email to promotions@gps1.hp.com, sent to the postal address:

HP International Sarl
c/o TechProtect GmbH
Promotion Services
Postfach 1242
D-71088 Holzgerlingen
GERMANY

Uploaded documents are exclusively used for validation of eligibility to participate in this Program. The information will not be shared with any other processes and function outside the Program.

Participants who did not provide HP with all mandatory information will be notified via email and offered the opportunity to provide the missing items within 7 calendar days. If the Participant still fails to comply with the terms and conditions, the request will be rejected.

On the agreed date, HP will dispatch a carrier to the address the Participant advised during registration. If it is not possible for said carrier to come on the agreed date, carrier will contact the Participant to agree a new date.

The charges for the collection are carried by HP.

The shipping label provided with the registration must be attached to the outside of the box and should remain easily accessible even when stacked on a pallet. It is recommended to secure the label with transparent shipping tape from being ripped off the box.

For Printer products all ink or toner cartridges must be packed separately in an appropriate container protecting against potential leakage.

If a product other than that stated in the web registration has been returned to the test centre, HP is entitled to charge the participant the incurred costs for the return.

The period between acceptance of the request to return and the readiness for collection of the HP Product(s) must not exceed 40 calendar days.

The refund value is paid by HP to the Participant. The payment will be made by electronic bank transfer within 45 calendar days after receipt of the HP Products at the HP Test Center.

Payments can only be made within a valid bank account within United Kingdom.

Invoicing for reimbursement

This Program requires the acceptance of a self-billing invoice by the Participant. To ensure consistent and valid invoicing HP creates a proposed self-billing invoice on behalf of the Participant and sends it to the Participant for acceptance. Once the proposed self-billing invoice is accepted by the Participant then HP will make the respective payment and issue a final corresponding invoice under these Terms and Conditions.

A failure to send a valid acceptance of the proposed self-billing invoice will result in the claim being rejected and invalidates the participation in the Program.

For questions regarding the program or the status of your claim, please email: promotions@gps1.hp.com.

Alternatively, for claim status lookup, please check the URL available with the Confirmation email.

D. Disclaimers

By completing the registration process Participants confirm acceptance of these terms and conditions.

HP reserves the right to disqualify incomplete, altered or illegible claims.

Participants proved to have entered fraudulent claims will be excluded. HP reserves the right to take legal action.

In addition to the invoice for the purchased HP Product, HP reserves the right to request from the reseller/End-User Customer further evidence of purchase and/or ownership (e.g. photo of the serial number label, barcodes,...)

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

In the event of incorrect payments made by HP the Participant shall repay any such incorrect payment not later than 28 days after receipt of written notice from HP.

The Participant agrees to hold HP free from the responsibility of any liability, claims, damages and tax liabilities that might arise 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 the Participant from or otherwise obstructs him/her in participating in the Program.

HP shall not be liable for any loss, damage or injury of any nature howsoever caused to Participants pursuant to this

Program. However, nothing in these terms shall act so as to exclude or restrict HPs liability for death or personal injury of Participants proven to be caused by HPs negligence.

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

HP may cancel this Program without notice and with immediate effect where required to do so, for legal or commercial reasons arising from applicable laws.

The payment will be made upon HPs satisfaction that the Participant has fully complied with these terms and conditions and the associated instructions.

The decisions of HP in respect of any and all aspects of the Program will be final and binding.

This Program is subject to the laws of the country the Participant registered to the program. In case of dispute, the courts of the locale of the Promoter will have jurisdiction.

If an HP Product is returned (thus revoking the sales contract) no claim may be made for Reimbursement. In case the Refund value has already been paid, it must be fully paid back.

Where the payment constitutes a taxable benefit, all tax liability lies with the Participant.