



## HP Refresh and Recycle Promotion

Terms and Conditions ([50 United States excluding territories](#))

### 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/go/refreshandrecycle](http://www.hp.com/go/refreshandrecycle).

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

#### Promotion Details:

Promotion Dates: November 01, 2019 to October 31, 2020, 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, 2020, 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, 2020, 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. 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](mailto: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/go/refreshandrecycle](http://www.hp.com/go/refreshandrecycle) as well as below.

#### Qualifying New HP Products.

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".



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## 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/go/refreshandrecycle](http://www.hp.com/go/refreshandrecycle)

## Qualifying New HP Products.

Purchase an eligible HP printer between November 01, 2019 and October 31, 2020 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/go/refreshandrecycle](http://www.hp.com/go/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, 2020, 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. The Proof of Purchase for the new printer(s) purchased must be received within thirty (30) days of purchase invoice date or November 30, 2020, whichever occurs sooner. If the proof of purchase is submitted after the claim is submitted, then email: [ams.promotions@hp.com](mailto: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 30 days of receipt of the shipping instructions or by December 31, 2020, 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 The United States and all Recycle Products must also be located and returned to HP in The Continental United States.

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

The customer must purchase one eligible HP printer and recycle one 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:



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- 1 The new lease agreement must be for at least a one-(1) year term.
- 2 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 PurchaseEdge program points can be used with this promotion.

This promotion is available to United States 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/go/refreshandrecycle](http://www.hp.com/go/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 serving not less than 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,



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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, 2020, 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 decontaminated prior to their delivery to HP.



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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](http://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 the United States only. The Participant must purchase the HP Product(s) and return their Recycle Product(s) within the boundaries of the United States.

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.

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



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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, 2020, 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, in its sole discretion.



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## 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 DELAWARE LAW, 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 STATE OR FEDERAL COURT LOCATED IN DELAWARE AND YOU HEREBY IRREVOCABLY AND UNCONDITIONALLY CONSENT AND SUBMIT TO THE EXCLUSIVE JURISDICTION OF SUCH COURTS OVER ANY SUIT, ACTION OR PROCEEDING ARISING OUT OF THESE TERMS AND CONDITIONS.

## Qualifying New HP Products

### Explanation of the different SKUs

#201 is a government specific option, which includes a Federal Information Processing Standard Compliant Hard Disk Drive.

#AAZ is a 220V unit intended for US government oversea business.

#BGJ is general use US products.

SKU	Qualifying HP Products
HP Single-Function Mono LaserJet Printers	
J8H61A	HP LaserJet Pro M501dn
1PV87A	HP LaserJet Enterprise M507dn
1PV89A	HP LaserJet Enterprise M507dng
1PV86A	HP LaserJet Enterprise M507n
1PV88A	HP LaserJet Enterprise M507x
K0Q15A	HP LaserJet Enterprise M607dn
K0Q14A	HP LaserJet Enterprise M607n
K0Q18A	HP LaserJet Enterprise M608dn
K0Q17A	HP LaserJet Enterprise M608n
K0Q19A	HP LaserJet Enterprise M608x
K0Q21A	HP LaserJet Enterprise M609dn
K0Q22A	HP LaserJet Enterprise M609x



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CF235A	HP LaserJet Enterprise 700 M712n
CF236A	HP LaserJet Enterprise 700 M712dn
CF238A	HP LaserJet Enterprise 700 M712xh
HP Single-Function Color LaserJet Printers	
B5L24A	HP Color LaserJet Enterprise M553n
B5L25A	HP Color LaserJet Enterprise M553dn
B5L26A	HP Color LaserJet Enterprise M553x
CE712A	HP Color LaserJet Pro CP5225dn
CE711A	HP Color LaserJet Pro CP5225n
J7Z99A	HP Color LaserJet Enterprise M652dn
J7Z98A	HP Color LaserJet Enterprise M652n
J8A04A	HP Color LaserJet Enterprise M653dn
J8A05A	HP Color LaserJet Enterprise M653x
T3U43A	HP Color LaserJet Enterprise M751n
T3U44A	HP Color LaserJet Enterprise M751dn
HP Multi-Function Mono LaserJet Printers	
A8P79A	HP LaserJet Pro 500 MFP M521dn
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
J8J64A	HP LaserJet Enterprise Flow MFP M631h
J8J65A	HP LaserJet Enterprise MFP M631z
J8J71A	HP LaserJet Enterprise MFP M632fht
J8J70A	HP LaserJet Enterprise MFP M632h
J8J72A	HP LaserJet Enterprise Flow MFP M632z
J8J76A	HP LaserJet Enterprise MFP M633fh
J8J78A	HP LaserJet Enterprise Flow MFP M633z
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	





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CZ271A	HP Color LaserJet Pro 500 MFP M570dn
B5L46A	HP Color LaserJet Enterprise MFP M577dn
B5L47A	HP Color LaserJet Enterprise MFP M577f
B5L54A	HP Color LaserJet Enterprise Flow MFP M577c
B5L48A	HP Color LaserJet Enterprise Flow MFP M577z
J8A10A	HP Color LaserJet Enterprise MFP M681dh
J8A11A	HP Color LaserJet Enterprise MFP M681f
J8A12A	HP Color LaserJet Enterprise Flow MFP M681f
J8A13A	HP Color LaserJet Enterprise Flow MFP M681z
J8A17A	HP Color LaserJet Enterprise Flow MFP M682z
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	
D3Q15A	HP PageWide Pro 452dn
D3Q16A	HP PageWide Pro 452dw
D3Q19A	HP PageWide Pro MFP 477dn
D3Q20A	HP PageWide Pro MFP 477dw
D3Q17A	HP PageWide Pro 552dw
D3Q21A	HP PageWide Pro MFP 577dw
K9Z76A	HP PageWide Pro MFP 577z
G1W46A	HP PageWide Enterprise Color 556dn
G1W47A	HP PageWide Enterprise Color 556xh
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	



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3GN19A	HP LaserJet Managed E50045dw
1PU51A	HP LaserJet Managed E50145dn
3GY20A	HP LaserJet Managed Flow MFP E52545c
3GY19A	HP LaserJet Managed MFP E52545dn
1PS55A	HP LaserJet Managed Flow MFP E52645C
1PS54A	HP LaserJet Managed MFP E52645dn
3GX98A	HP Color LaserJet Managed E55040dw
3GY26A	HP Color LaserJet Managed Flow MFP E57540c
3GY25A	HP Color LaserJet Managed MFP E57540dn
MOP33A	HP LaserJet Managed E60055dn
MOP35A	HP LaserJet Managed E60065dn
MOP36A	HP LaserJet Managed E60065x
MOP39A	HP LaserJet Managed E60075dn
MOP40A	HP LaserJet Managed E60075x
3GY09A	HP LaserJet Managed E60155dn
3GY10A	HP LaserJet Managed E60165dn
3GY12A	HP LaserJet Managed E60175dn
J8J74A	HP LaserJet Managed Flow MFP E62565h
J8J79A	HP LaserJet Managed Flow MFP E62565z
J8J80A	HP LaserJet Managed Flow MFP E62575z
3GY16A	HP LaserJet Managed Flow MFP E62665h
3GY17A	HP LaserJet Managed Flow MFP E62665z
L3U66A	HP Color LaserJet Managed MFP E67550dh
J8J66A	HP LaserJet Managed MFP E62555dn
3GY31A	HP Color LaserJet Managed MFP E67650dh
J8J73A	HP LaserJet Managed MFP E62565hs
3GY14A	HP LaserJet Managed MFP E62655dn
3GY15A	HP LaserJet Managed MFP E62665hs
L3U55A	HP Color LaserJet Managed E65050dn
L3U56A	HP Color LaserJet Managed E65060dn
3GY03A	HP Color LaserJet Managed E65150dn
3GY04A	HP Color LaserJet Managed E65160dn
L3U70A	HP Color LaserJet Flow MFP E67560z
3GY32A	HP Color LaserJet Managed Flow MFP E67660z



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T3U64A	HP Color LaserJet Managed E75245dn
L3U44A	HP PageWide Managed Color E55650dn
J9V82A	HP PageWide Managed P57750dw MFP
L3U42A	HP PageWide Managed Color MFP E58650dn
L3U43A	HP PageWide Managed Color Flow MFP E58650z
HP Scanner	
L2749A	HP ScanJet Pro 4500 fn1 Network
L2755A	HP ScanJet Enterprise Flow 5000 s4
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