

HP Trade In and Save Canada

Frequently Asked Questions



How long does the HP Trade In and Save Canada promotion run?

Purchases of eligible products must take place between August 15, 2016 and April 30, 2017. To take advantage of this offer, complete the Trade In on-line claim form and provide proof of purchase and Trade In an old eligible desktop laser / ink printer for recycling. Purchases and invoices dated prior to or after this timeframe will not be eligible for this promotion. Your claim must be submitted within 30 days of the purchase invoice date or May 31, 2017, whichever occurs sooner. Trade in product must be shipped within 30 days from when the shipping label is received and no later than midnight on June 30, 2017, whichever is sooner.

What products can be purchased to receive the HP Trade In and Save Canada rebates and what are the cash-back amounts?

MSRP	Purchase Model	HP Printer SKU#	Printer Trade In Rebate	HP Toner SKU#	Toner Rebate
HP Single Function Monochrome LaserJet Printers					
\$349	HP LaserJet Pro M402dn Printer	C5F94A#BGJ	\$40	CF226X	\$15
\$379	HP LaserJet Pro M402dw Printer	C5F95A#BGJ	\$50	CF226X	\$15
\$679	HP LaserJet Enterprise M506n Printer	F2A68A#BGJ	\$50	CF287X	\$15
\$899	HP LaserJet Enterprise M506dn Printer	F2A69A#BGJ	\$50	CF287X	\$15
\$1,079	HP LaserJet Enterprise M506x Printer	F2A70A#BGJ	\$50	CF287X	\$15
\$1,949	HP LaserJet Enterprise M606dn Printer	E6B72A#BGJ	\$50	CF281X	\$15
\$2,499	HP LaserJet Enterprise M606x Printer	E6B73A#BGJ	\$50	CF281X	\$15
HP Monochrome LaserJet MFP's					
\$529	HP LaserJet Pro MFP M426fdn Printer	F6W14A#BGJ	\$50	CF226X	\$15
\$529	HP LaserJet Pro MFP M426fdw Printer	F6W15A#BGJ	\$50	CF226X	\$15
\$1,949	HP LaserJet Ent MFP M527dn Printer	F2A76A#BGJ	\$75	CF287X	\$15
\$2,249	HP LaserJet Ent MFP M527f Printer	F2A77A#BGJ	\$75	CF287X	\$15
\$2,799	HP LaserJet Ent Flow MFP M527z	F2A78A#BGJ	\$75	CF287X	\$15
HP Single Function Color LaserJet Printers					
\$449	HP Color LaserJet Pro M452nw Printer	CF388A#BGJ	\$50	CF410X; CF411X; CF412X; CF413X	\$15
\$499	HP Color LaserJet Pro M452dn Printer	CF389A#BGJ	\$50	CF410X; CF411X; CF412X; CF413X	\$15
\$549	HP Color LaserJet Pro M452dw Printer	CF394A#BGJ	\$50	CF410X; CF411X; CF412X; CF413X	\$15
\$729	HP Color LaserJet Enterprise M553n Prntr	B5L24A#BGJ	\$50	CF360X; CF361X; CF362X; CF363X	\$15
\$949	HP Color LaserJet Ent M553dn Prntr	B5L25A#BGJ	\$50	CF360X; CF361X; CF362X; CF363X	\$15
\$1,499	HP Color LaserJet Enterprise M553x Prntr	B5L26A#BGJ	\$50	CF360X; CF361X; CF362X; CF363X	\$15
\$1,129	HP LaserJet Pro 500 Clr MFP M570dn Prntr	CZ271A#BGJ	\$50	CE400X; CE401A; CE402A; CE403A	\$15
HP Color LaserJet MFP's					
\$529	HP Color LaserJet Pro MFP M277dw Printer	B3Q11A#BGJ	\$50	CF400X; CF401X; CF402X; CF403X	\$15
\$629	HP Color LaserJet MFP M477fnw Printer	CF377A#BGJ	\$100	CF410X; CF411X; CF412X; CF413X	\$15
\$699	HP Color LaserJet MFP M477fdn Printer	CF378A#BGJ	\$100	CF410X; CF411X; CF412X; CF413X	\$15

\$749	HP Color LaserJet MFP M477fdw Printer	CF379A#BGJ	\$100	CF410X; CF411X; CF412X; CF413X	\$15
\$2,399	HP Color LaserJet Ent MFP M577dn Prntr	B5L46A#BGJ	\$200	CF360X; CF361X; CF362X; CF363X	\$15
\$2,849	HP Color LaserJet Ent MFP M577f Prntr	B5L47A#BGJ	\$200	CF360X; CF361X; CF362X; CF363X	\$15
\$3,399	HP Color LaserJet EntFlowMFP M577z Prntr	B5L48A#BGJ	\$200	CF360X; CF361X; CF362X; CF363X	\$15
HP PageWide Pro Printers and MFP's					
\$499.99	HP PageWide Pro 452dn Printer	D3Q15A#B1H	\$50	F6T84AN; LOR98AN; LOS01AN; LOS04AN	\$15
\$499.99	HP PageWide Pro 452dw Printer	D3Q16A#B1H	\$50	F6T84AN; LOR98AN; LOS01AN; LOS04AN	\$15
\$699.99	HP PageWide Pro MFP 477dn Printer	D3Q19A#B1H	\$100	F6T84AN; LOR98AN; LOS01AN; LOS04AN	\$15
\$699.99	HP PageWide Pro MFP 477dw Printer	D3Q20A#B1H	\$100	F6T84AN; LOR98AN; LOS01AN; LOS04AN	\$15
\$699.99	HP PageWide Pro 552dw Printer	D3Q17A#B1H	\$100	LOR08A; LOR05A; LOR06A; LOR07A	\$15
\$899.99	HP PageWide Pro MFP 577dw Printer	D3Q21A#B1H	\$100	LOR08A; LOR05A; LOR06A; LOR07A	\$15
\$1,499.99	HP PageWide Pro MFP 577z Printer	K9Z76A#B1H	\$150	LOR08A; LOR05A; LOR06A; LOR07A	\$15
\$1,399	HP PageWide Ent Color 556xh Prntr	G1W47A#BGJ	\$100	LOR13A; LOR14A; LOR15A; LOR16A	\$15
\$2,199	HP PageWide Ent Color MFP 586dn Prntr	G1W39A#BGJ	\$200	LOR13A; LOR14A; LOR15A; LOR16A	\$15
\$2,540	HP PageWide Ent Color MFP 586f Prntr	G1W40A#BGJ	\$300	LOR13A; LOR14A; LOR15A; LOR16A	\$15
\$3,099	HP PageWide Ent Clr Flow MFP 586z Prntr	G1W41A#BGJ	\$400	LOR13A; LOR14A; LOR15A; LOR16A	\$15

What product(s) are eligible for Trade In for the HP Trade In and Save Canada promotion?

HP desktop LaserJets/Color LaserJets, non-HP laser desktop printers and HP/non-HP inkjets up to a maximum of 115 pounds qualify for the Trade In product, and in any condition.

How do I get my cash-back allowance?

To get your cash-back amount, follow these five simple steps:

1. Purchase an eligible HP product between August 15, 2016 and April 30, 2017. Go to www.hp.ca/tradeinandsave and complete an on-line claim form. If you purchased HP Original toner/ink, please indicate it on your claim form. Please note the eligible HP Original toner/ink purchase must be on the same invoice and work with the eligible product purchase. Your claim must be submitted within 30 days of purchase invoice date or May 31, 2017, whichever occurs sooner. Participants are allowed to claim up to four 4 HP Original toner/ink purchase per HP printer purchased.
2. The Proof of Purchase for the new printer(s) purchased must be received at the time of claim submission. 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.
3. A confirmation email with a shipping label will be emailed to you within one business day of validation of your Proof of Purchase. You must print this shipping label.
4. The customer must return Trade In 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 or by June 30, 2017, whichever occurs first.
5. HP receives shipment of eligible Trade In product(s) and Proof of Purchase of eligible new product(s) with serial numbers and issues a check (if eligible) within 6-8 weeks from the date the Trade In for recycling product(s) were received. If you have not received payment after 8 weeks of shipment, please contact Customer Service at hpcatradesave@marketvelocity.com or by calling 1-888-309-2947 between 8am and 8pm ET, Monday through Friday. 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 Trade In product(s) and/or traded in product(s) for recycle that are not shipped within the 30 day limit.

What is the final submission date for my claim?

All claims must be submitted within 30 days of purchase invoice date or May 31, 2017, whichever occurs sooner.

What happens if my product is on backorder after the 30 day limit for submitting purchase invoice date?

If a product is on backorder you must show you ordered the qualifying product during the promotional period and you were not able to receive the product due to backorder status. Do not send purchase orders as proof of purchase. You must provide a screen shot showing that the order was placed during the promotional time period from the distributors system (or partners). You can apply for an exception once the product has been received. Each claim will be evaluated to ensure all other terms and conditions have been met. To help you with this process, please contact Market Velocity via email at hpcatradesave@marketvelocity.com or by calling 1-888-309-2947 Monday - Friday between 8 a.m. and 8 p.m. Eastern Time.

How does the Trade In process work?

- Customer should ship the Trade In product using their own box and the shipping label provided. HP will pay usual and customary shipping charges for shipping the Trade In Product(s) as part of this promotion when the provided shipping label is used.
- You must contact HP's designated shipping carrier to schedule pick-up.
- The shipping instructions are valid for thirty (30) days from the issue date.
- The Trade In Product(s) must be picked up within thirty (30) days from the date you receive your shipping instructions email or by June 30, 2017, whichever date occurs first, for the appropriate cash-back allowance.
- Trade In products are any eligible ink, or laser printer— HP or competitive models — not floor standing. Only desktop units are allowed.
- Trade In Product(s) may be in any condition, as they do not have to be in working condition. All ink and toner 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 Trade In Product, but they must be wrapped and bagged separately.

I'm having trouble with my online claim form. How can I get a PDF version?

To get a manual claim form, please contact Market Velocity via email at hpcatradesave@marketvelocity.com or by calling 1-888-309-2947 Monday - Friday between 8 a.m. and 8 p.m. Eastern Time.

How easy is it to fill out the claim form?

It's very easy. It takes about five minutes.

What if I don't have my proof of purchase at the time of my claim submission?

Proof of purchase(s) must be submitted within 30 days of purchase invoice date or May 31, 2017, whichever occurs sooner. Proof of purchase(s) can be submitted either via fax or email. Email: hpcatradesave@marketvelocity.com Fax: 770 -217-4098

What is the final pick-up date for trading in my product(s) (if applicable)?

Trade In printer must be shipped within 30 days of receipt of the shipping instructions or by June 30, 2017, whichever occurs first.

Where can I find the serial number for my purchased/ leased printer(s)?

The serial number can be found on the box the printer came in next to the UPC symbol. Or you can find it on the printer itself.

What if one of my old products is damaged? Do I still get a cash-back amount (if applicable)?

Yes, trade in any eligible desktop laser / ink printer, any brand, any condition.

Can I combine HP Trade In and Save Canada with another offer?

This offer IS combinable with (or “stackable” with) other instant rebates or instant savings unless noted otherwise by HP. This offer must comply with stacking rules and terms and conditions of other promotions.

This offer is NOT combinable with hardware or supplies Big Deal or Contract pricing. The customer can take the higher of the two discounts.

If the hardware or supplies Big Deal or Contract pricing/Managed Print Services customer does not qualify for any additional cash back allowance, they may still be eligible to receive the free shipping and free recycling, based on the fact that a new eligible printer was purchased. If the customer is only eligible for free recycling and free shipping then they must first contact customer service at hpcatradesave@marketvelocity.com or by calling 888-309-2947 between 8am and 8pm ET, Monday through Friday, to receive a claim form.

Is there a maximum number of products I can purchase/lease and trade in?

No. You can claim up to 20 units online via the online claim form (www.hp.ca/tradeinandsave) and up to 400 units per each custom claim.

Customers can submit multiple claims throughout the promotion period.

What if a customer purchases/leases a product and the product is not available for shipment?

If a product has been purchased and is on back-order or is not available to ship at the time of acquisition the customer will not be able to obtain the serial numbers of the new products. In this situation the customer or the reseller claiming on behalf of the customer has 30 days to file a claim from the date you eligible purchase product(s) is shipped.

How is the money for the trade disbursed?

Once the product in question has been received and approved by Market Velocity cash-back checks will be mailed within 6-8 weeks. If you have not received your check within eight (8) weeks from the time you shipped your product and provided proof of your new purchase, whichever is later, please contact customer service via email hpcatradesave@marketvelocity.com or by calling 888-309-2947 between 8am and 8pm ET, Monday through Friday.

If I have questions about the HP Trade In and Save Canada promotion, my claim or my cash-back allowance, whom do I contact?

Please email customer service at hpcatradesave@marketvelocity.com or by calling 888-309-2947 between 8am and 8pm ET, Monday through Friday.

Resellers may not submit claims on behalf of themselves.

- The Reseller must pass the full cash back amount to the customer first. This must be clearly indicated on the invoice that the credit has been given up front. HP will be auditing claims to ensure authenticity.
- HP will not compensate resellers for discounts that exceed the promotion Trade In values, except as otherwise noted in this document.
- Participation in the HP Trade In and Save Canada promotion indicates that end-user customer agrees that its reseller, and not HP, is solely responsible for any negotiated sums exceeding HP's authorized Trade In values.

What if I'm a Reseller claiming on behalf of Qualifying End-user customers?

Authorized HP resellers may submit claims on behalf of their qualifying end-user customer by following the claim process outlined below.

The Reseller must pass the full cash back amount to the customer first. It must be clearly indicated on the invoice that the credit has been given up front to the customer as part of the purchase price. HP will be auditing claims to ensure authenticity. Claims that do not show this may be rejected.

HP will not compensate resellers for discounts that exceed the promotion Trade In values.

Participation in the HP Trade In and Save Canada promotion indicates that end user customer agrees that its reseller, and not HP, is solely responsible for any negotiated sums exceeding HP's authorized Trade In values.

Reseller will not receive the Trade In rebate until the trade in product has been received and verified.

Reseller is responsible to ensure the Trade In Product(s) is returned within the return window to HP. Reseller may not substitute other Trade In Product(s) or submit Trade In Product(s) not owned by end-user customer

Please sign and include the “Reseller and Customer Acknowledgment and Release Agreement Form.”

What if as a customer and or reseller I only qualify for free recycling and free shipping?

1. Contact customer service at hpcatradesave@marketvelocity.com or by calling 888-309-2947 between 8am and 8pm ET, Monday through Friday, to receive a manual claim form.
2. Complete manual claim form, providing the details of the Trade In products.
3. Fax, email, or mail in the proof of purchase invoice reflecting Big Deal pricing or Contract Pricing.
4. Pre-paid, pre-addressed shipping labels will be e-mailed to the reseller within one business day of validation of the proof of purchase invoice.

Your claim must follow the same steps and timing as if you were receiving the cash back allowance.

Who can complete claims on leased equipment?

Claims on leased equipment can only be made by the end user. HP will NOT offer rebate to Authorized HP Channel Partners claiming on behalf of their customer for leased equipment.

Is Managed Print Services available for this Program?

Customer cannot stack the rebate on top of MPS, however MPS customers can qualify for free recycling of their trade in product(s).

Will HP accept floor standing printers as part of the program?

HP desktop LaserJets/Color LaserJets, non-HP laser desktop printers and HP/non-HP inkjets up to a maximum of 115 pounds qualify for the Trade In product, and in any condition.

HP will not pay for shipping of floor standing products. Customers may choose to utilize HP's recycling program however the customer is financially responsible for all shipping and handling costs associated with the return of these products.

What if I am a Reseller for HP, and I want to send my customer to the on-line promotion pages, but I don't want them to have an HP shopping experience?

The promotion pages were created to be channel friendly. The header and footer of the website have been reduced to remove links to HP stores. As long as this link (www.hp.ca/tradeinandsave) is communicated, then the probability of the customer ending up at HP stores will be very low.