

Trade In and Save (Canada)

August 15, 2016–April 30, 2017

Program Terms and Conditions



Program Overview

Effective August 15, 2016 to April 30, 2017, purchase or lease an eligible HP Printer from an HP Authorized Reseller and save up to \$400 when you Trade In an eligible HP or non-HP product as defined in the Eligible Products List below. The customer can also receive an additional \$15 cash back when purchasing eligible HP Original Toner and/or HP Original Ink, up to a maximum of 4 eligible HP Original Toner and/or HP Original Ink cartridges. The HP Original Toner and/or HP Original Ink purchased, must work with the new HP Printer purchased. Simply complete the online Trade In claim form, provide proof of purchase/lease and return an old eligible HP or Non-HP Product for recycling within the stipulated timelines to receive your Trade In rebate! Purchases and invoices dated prior to or after this timeframe will not be eligible for this promotion.

Resellers may claim on behalf of the end-user customer provided the Trade In Rebate has been passed on to the customer at the point of purchase and the invoice(s) indicates the rebate was applied to the Eligible Product(s). Reseller will be required to Trade In the eligible HP or non-HP product(s) as defined below on behalf of the end-user to be eligible for a rebate. Reseller will be required to submit Acknowledgment and Release form signed by Reseller and Customer.

This is a one-for-one and like-for-like product Trade In only. The Participant must purchase qualifying HP Product(s) listed in the Eligible Products section below, or on the Program website, and trade in the same number of qualifying Trade In Product(s), to receive the specified Trade In payment amount. A minimum purchase of 1 eligible HP Product is required for participation in the Program.

Only one cash back allowance may be claimed per new product purchased by the end user. The company or individual accepting these program Terms and Conditions must be the one making the Trade In cash back claim and is the "Cash Back Designee". The Trade In cash back check will be made out to the Cash Back Designee only and must match the purchaser name on the proof of purchase invoice. (See section below for resellers claiming on behalf of customers.)

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.

Customers are allowed to claim up to 400 printers per claim. Online claims will be capped at 20 units. For claims greater than 20 units, please contact our customer support team for a custom transaction. Contact customer service at hpcatradesave@marketvelocity.com or by calling 1-888-309-2947 between 8am and 8pm ET, Monday through Friday.

Combining with special pricing or other promotions

This offer IS combinable (or "stackable") with HP National instant rebates 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 (i.e. Big Deal Acceleration, Take the Lead, Manage Print Services (MPS), Resell Contractual Component Pricing Program, Street Fighter, etc.) In the case where there is a Big Deal/Contract pricing, the customer can take the higher of the two discounts.

If the Big Deal or 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 1-888-309-2947 between 8am and 8pm ET, Monday through Friday, to receive

a manual claim form. Once the customer has completed the manual claim form, and has provided the documentation needed to show that an eligible Trade In product has been purchased, the customer will follow the same process as outlined above.

Program Rules and Requirements

- End user customers are eligible to participate in this Program.
- Eligible HP Authorized Resellers ("Eligible Resellers") may also participate in this Program and submit claims as the agent, and on behalf, of their Customer provided Trade In Rebate(s) has been passed on to the customer at the point-of purchase. Invoices must show the Trade In Rebate was applied to the Eligible Product. Reseller will be responsible for the Trade In of old product(s) for recycling.
- Only one cash back allowance may be claimed per new product purchased or leased by the customer.
- This is a one-for-one product trade only. The customer must purchase or lease one eligible HP printer, and Trade In one HP or non-HP eligible product to qualify.

Leased product: The promotion is available for new lease agreements entered into between an HP Authorized Reseller and an end-user customer if the following conditions are met:

- 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.
 - 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.
- This promotion is available to Canadian customers only.
 - Trade In products do not have to be in working condition.
 - The Trade In and Save program is available only on eligible new printers that have been purchased)/leased directly from HP or through authorized HP resellers. The promotion is not valid on refurbished or demo products.
 - HP PurchasEdge program points cannot be combined with Trade In allowance rebate.
 - Offer valid for Eligible HP Products specified in the Eligible Products list and only while quantities last. No substitutions permitted.
 - HP will incur charges associated with shipping and recycling of the Trade In product(s) as part of this promotion.
 - This offer is not transferable.
 - All decisions made by HP are final.

Eligible Products

Trade in one (1) of the eligible printers, in any condition, and purchase or lease one (1) of the following eligible products during the promotion period and receive the appropriate cash back value.

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 Printer	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
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
\$1,129	HP LaserJet Pro 500 Clr MFP M570dn Prntr	CZ271A#BGJ	\$50	CE400X; CE401A; CE402A; CE403A	\$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

Trade In Proof-of-Ownership Requirements

By agreeing to these terms and conditions, the customer warrants that all Trade In equipment or the sale and shipment of such equipment must not violate any applicable laws, statutes, ordinances or regulations, including export laws. The customer is responsible for complying with any and all such laws.

End-user customer(s) must warrant that they hold legal title to the Trade In product(s), free of liens or security interest, and has the legal right to transfer the Trade In product(s) to HP. Title to the Trade In product(s) for recycling transfers to HP on the date and time the Trade In product(s) for recycling are shipped.

Detailed Program Steps and Timing

- Purchase or lease an eligible HP printer from the Eligible Product list between August 15, 2016, and April 30, 2017 from an eligible HP Authorized Reseller.
Go to www.hp.ca/tradeinandsave and complete the on-line claim form within thirty (30) days of purchase or by May 31, 2017, whichever occurs sooner. Claims after this date will not be accepted. All Trade In printers must be shipped by June 30, 2017.
- 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.
- Within one (1) 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 Trade In product(s). 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.
- Customer ships Trade In product using their own box and the shipping label provided. Trade In product must be shipped within 30 days of receipt of the shipping instructions or by June 30, 2017, whichever occurs first.
- Upon validation of the return of the eligible Trade In product and Proof of Purchase of eligible new product with serial numbers, a check is issued within 6-8 weeks from the date the Trade In for recycling products were shipped. If payment has not been received after 8 weeks of shipment, please contact Customer Service by calling 1-888-309-2947.
- If the customer is only eligible for free recycling and free shipping then they should first contact customer service at hpcatradesave@marketvelocity.com or by calling 1-888-309-2947 between 8am and 8pm ET, Monday through Friday, to receive a manual claim form. Once the customer has completed the manual claim form, and has provided the documentation needed to show that an eligible Trade In product has been purchased, the customer will follow the same process as outlined above.
- HP retains the right to change or terminate this Program at any time and without prior notice.
- All incomplete claims will be automatically rejected, and must be completed and resubmitted within thirty (30) days for processing. 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 or missing Trade In product(s) and/or traded in product(s) for recycle that are not shipped within the 30 day limit
 - customer address is outside Canada
 - duplicate serial numbers

Eligible Resellers Claiming on Behalf of the End-user:

- 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 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.
- When submitting a claim please attach the signed Acknowledgment and Release form signed by Reseller and Customer AND the invoice showing the upfront Trade In Rebate amount. A copy of the Acknowledgment and Release Form can be downloaded from the promotion website www.hp.ca/tradeinandsave

Trade In Pickup and Delivery

- The Trade In products must be located in Canada.
- The customer is responsible for the de-installation of the product and must properly prepare the Trade In for shipment. HP will pay for shipping and recycling the eligible Trade In products. Some restrictions apply.
- 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.
- The Participant is responsible for removing all data, including without limitation, any personally identifiable information or protected healthcare information, from all Trade In 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, CDRom, disk or other storage media of any form).
- The customer is responsible for paying for proper packaging to ship the Trade In unit.
- Once your Trade In product is shipped, HP cannot, and does not guarantee, that it will be able to honour any request for return of the product and/or any data or information contained in such product.
- All ink cartridges, media and other consumables must be removed from the printer(s) prior to shipping. They should not be included in the same package as the Trade In Product. To learn about HP Supplies recycling please visit <http://www.hp.ca/recycle>
- To ensure receipt of the cash back amount above, it is very important to properly package the 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 returns.
- All Trade In products for recycle 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 Trade In 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 Trade In products shall remain with the end-user until delivery of the same to HP's designated carrier.
- The delivery of the Trade In 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 Trade In products or any part thereof will be returned to the customer.
- Title of the Trade In product passes at the earlier of either the Cash Back Designee receiving the Trade In credit or cash back allowance or HP's carrier has picked up the Trade In product.
- HP reserves the right to delay payment, and/or 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.

Receipt and validation of Trade Ins

- The Trade In product details must match what was provided to HP according to the Program instructions. If they do not match, HP reserves the right to return the Trade In product, if possible. If the product is returned, the Cash Back Designee will be responsible for any and all associated shipping costs.
- Trade In products for recycling do not have to be in working condition.
- The claimant warrants that the Trade In products are free of any liens or encumbrances, including third-party software which may not be transferred or for which royalties are due. The claimant 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 Trade In product(s) shall remain with the claimant and/or end-user until delivery of the same to HP's designated carrier.
- The delivery of the Trade In product(s) 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. If accepted for the Trade In offer the product may not be returned to the customer.
- HP shall not be responsible for the loss, safekeeping, or maintenance in confidence of any data resident on the Trade In products.
- Title of the Trade In product passes to HP at the earlier of either the Cash Back Designee receiving the Trade In credit or cash back allowance, OR HP's carrier has picked up the Trade In product.
- HP reserves the right to delay payment, and/or review all claims that require investigation due to suspicious activity.

Transmission Errors

HP makes every effort to ensure the accuracy of all information that you receive in relation to your Trade In product. In the event of typographical errors, technical inaccuracies, or product pricing errors or omissions, HP reserves the right to correct the error within ten (10) 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

Fraudulent Claims

Submitting false claims for program benefits will disqualify the claim, make the claimant(s) ineligible for future participation in HP promotional programs, and may subject claimant to civil liability or criminal prosecution.

Program Changes or Termination

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

