

HP Trade In and Save

Frequently Asked Questions



What should I do when I can't find my used product in the trade-in pull down?

First, make sure your product is eligible under the terms of the promotion by checking the matrix on the terms and conditions page. If you feel that your product is eligible and not listed in the trade-in pull down menu, please contact Market Velocity via email at hptradesave@marketvelocity.com or by call 1-888-309-2943 Monday - Friday between 8 a.m. and 8 p.m. Eastern Time and they will assist you in filing your claim.

What countries and US states are included in the program?

This promotion is valid in the US only. There is limited availability in Hawaii and Alaska.

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

Purchases of eligible products must take place between June 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 and proof of purchase 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 rebates and what are the cash-back amounts?

HP LaserJet Printers					
MSRP	Purchase Model	HP Printer SKU#	Flat Rebate	HP Toner SKU#	Toner Rebate
\$349	HP LaserJet Pro M402dw Printer	C5F95A#BGJ	\$50	CF226A/X	\$15
\$549	HP LaserJet Pro M501dn	J8H61A#BGJ	\$100	CF287A/X	\$15
\$649	HP LaserJet Enterprise M506n Printer	F2A68A#BGJ	\$100	CF287A/X	\$15
\$749	HP LaserJet Enterprise M506dn Printer	F2A69A #201/#AAZ/#BGJ	\$100	CF287A/X	\$15
\$1,149	HP LaserJet Enterprise M506hd Printer	F2A71A#201/#AAZ	\$150	CF287A/X	\$15
\$949	HP LaserJet Enterprise M506x Printer	F2A70A#BGJ	\$100	CF287A/X	\$15
\$699	HP LaserJet Enterprise M604n Printer	E6B67A#BGJ	\$100	CF281A	\$15
\$899	HP LaserJet Enterprise M604dn Printer	E6B68A#BGJ	\$100	CF281A	\$15
\$999	HP LaserJet Enterprise M605n Printer	E6B69A#BGJ	\$100	CF281A/X	\$15
\$1,199	HP LaserJet Enterprise M605dn Printer	E6B70A #201/#AAZ/#BGJ	\$150	CF281A/X	\$15
\$1,699	HP LaserJet Enterprise M605dh Printer	L4W89A#201,AAZ	\$150	CF281A/X	\$15
\$1,549	HP LaserJet Enterprise M605x Printer	E6B71A#BGJ	\$150	CF281A/X	\$15
\$1,749	HP LaserJet Enterprise M606dn Printer	E6B72A #201/#AAZ/#BGJ	\$300	CF281A/X	\$15
\$2,099	HP LaserJet Enterprise M606x Printer	E6B73A#BGJ	\$300	CF281A/X	\$15
\$399	HP Color LaserJet Pro M452nw Printer	CF388A#BGJ	\$50	CF410A/X; CF411A/X; CF412A/X; CF413A/X	\$15
\$449	HP Color LaserJet Pro M452dn Printer	CF389A#201/#BGJ	\$50	CF410A/X; CF411A/X; CF412A/X; CF413A/X	\$15
\$499	HP Color LaserJet Pro M452dw Printer	CF394A#BGJ	\$50	CF410A/X; CF411A/X; CF412A/X; CF413A/X	\$15
\$599	HP Color LaserJet Enterprise M553n Printer	B5L24A#BGJ	\$100	CF360A/X; CF361A/X; CF362A/X; CF363A/X	\$15
\$799	HP Color LaserJet Enterprise M553dn Printer	B5L25A #201/#AAZ/#BGJ	\$100	CF360A/X; CF361A/X; CF362A/X; CF363A/X	\$15
\$1,299	HP Color LaserJet Enterprise M553dh Printer	B5L27A#201,AAZ	\$150	CF360A/X; CF361A/X; CF362A/X; CF363A/X	\$15

\$1,199	HP Color LaserJet Enterprise M553x Printer	B5L26A#BGJ	\$150	CF360A/X; CF361A/X; CF362A/X; CF363A/X	\$15
\$999	HP Color LaserJet Enterprise CP4025n Printer	CC489A #BGJ	\$100	CE260A; CE261A; CE262A; CE263A	\$15
\$1,299	HP Color LaserJet Enterprise CP4025dn Printer	CC490A#BGJ/#AAZ	\$150	CE260A; CE261A; CE262A; CE263A	\$15
\$1,349	HP Color LaserJet Enterprise M651n Printer	CZ255A#BGJ	\$150	CF320A; CF330X; CF331A; CF332A; CF333A	\$15
\$1,599	HP Color LaserJet Enterprise M651dn Printer	CZ256A#BGJ	\$150	CF320A; CF330X; CF331A; CF332A; CF333A	\$15
\$1,499	HP Color LaserJet Professional CP5225n Printer	CE711A #BGJ	\$150	CE740A; CE741A; CE742A; CE743A	\$15
\$1,699	HP Color LaserJet Professional CP5225dn Printer	CE712A #BGJ	\$150	CE740A; CE741A; CE742A; CE743A	\$15
\$449	HP LaserJet Pro MFP M426fdn	F6W14A#BGJ	\$50	CF226A/X	\$15
\$449	HP LaserJet Pro MFP M426fdw Printer	F6W15A#BGJ	\$50	CF226A/X	\$15
\$899	HP LaserJet Pro 500 MFP M521dn	A8P79A #BGJ	\$100	CE255A/X/XD	\$15
\$1,799	HP LaserJet Enterprise MFP M527dn	F2A76A#BGJ	\$300	CF287A/X	\$15
\$2,099	HP LaserJet Enterprise MFP M527f	F2A77A#BGJ	\$300	CF287A/X	\$15
\$2,599	HP LaserJet Enterprise Flow MFP M527c	F2A81A #BGJ/#AAZ/#201	\$500	CF287A/X	\$15
\$2,599	HP LaserJet Enterprise Flow MFP M527z	F2A78A#BGJ	\$500	CF287A/X	\$15
\$2,799	HP LaserJet Enterprise MFP M630h	J7X28A#BGJ	\$500	CF281A/X	\$15
\$3,299	HP LaserJet Enterprise MFP M630h	P7Z47A#BGJ	\$500	CF281A/X	\$15
\$349	HP Color LaserJet Pro MFP M177fw	CZ165A#BGJ	\$50	CF350A; CF351A; CF352A; CF353A	\$15
\$429	HP Color LaserJet Pro MFP M277dw	B3Q11A#BGJ	\$50	CF400A/X; CF401A/X; CF402A/X; CF403A/X	\$15
\$529	HP Color LaserJet MFP M477fnw	CF377A#BGJ	\$100	CF410A/X; CF411A/X; CF412A/X; CF413A/X	\$15
\$579	HP Color LaserJet MFP M477fdn	CF378A#BGJ	\$100	CF410A/X; CF411A/X; CF412A/X; CF413A	\$15
\$629	HP Color LaserJet MFP M477fdw	CF379A#BGJ	\$100	CF410A/X; CF411A/X; CF412A/X; CF413A/X	\$15
\$999	HP LaserJet Pro 500 color MFP M570dn	CZ271A#BGJ	\$100	CE400A/X; CE401A; CE402A; CE403A	\$15
\$2,199	HP Color LaserJet Enterprise MFP M577dn	B5L46A#BGJ	\$300	CF360A/X; CF361A/X; CF362A/X; CF363A/X	\$15
\$2,599	HP Color LaserJet Enterprise MFP M577f	B5L47A#BGJ	\$500	CF360A/X; CF361A/X; CF362A/X; CF363A/X	\$15
\$3,199	HP Color LaserJet Enterprise Flow MFP M577c	B5L54A #BGJ/#AAZ/#201	\$500	CF360A/X; CF361A/X; CF362A/X; CF363A/X	\$15
\$3,199	HP Color LaserJet Enterprise Flow MFP M577z	B5L48A#BGJ	\$500	CF360A/X; CF361A/X; CF362A/X; CF363A/X	\$15
\$3,649	HP Color LaserJet Enterprise MFP M680dn	CZ248A#BGJ	\$500	CF320A/X; CF321A; CF322A; CF323A	\$15
\$4,299	HP LaserJet Enterprise Color MFP M775dn	CC522A#BGJ/#AAZ	\$500	CE340A; CE341A; CE342A; CE343A	\$15

HP PageWide Enterprise Printers

MSRP	Purchase Model	HP Printer SKU#	Flat Rebate	HP Ink SKU#	Ink Rebate
\$749	HP PageWide Enterprise Color X556dn	G1W46A#BGJ	\$100	J3M68A; J3M69A; J3M70A; J3M71A; LOR09A; LOR10A; LOR11A; LOR12A; LOR13A; LOR14A; LOR15A; LOR16A	\$15
\$1,099	HP PageWide Enterprise Color X556xh	G1W47A#BGJ	\$150	J3M68A; J3M69A; J3M70A; J3M71A; LOR09A; LOR10A; LOR11A; LOR12A; LOR13A; LOR14A; LOR15A; LOR16A	\$15
\$1,999	HP PageWide Enterprise Color MFP X586dn	G1W39A#BGJ	\$300	J3M68A; J3M69A; J3M70A; J3M71A; LOR09A; LOR10A; LOR11A; LOR12A; LOR13A; LOR14A; LOR15A; LOR16A	\$15
\$2,299	HP PageWide Enterprise Color MFP X586f	G1W40A#BGJ	\$300	J3M68A; J3M69A; J3M70A; J3M71A; LOR09A; LOR10A; LOR11A; LOR12A; LOR13A; LOR14A; LOR15A; LOR16A	\$15
\$2,799	HP PageWide Enterprise Color Flow MFP X586z	G1W41A#BGJ, #201	\$500	J3M68A; J3M69A; J3M70A; J3M71A; LOR09A; LOR10A; LOR11A; LOR12A; LOR13A; LOR14A; LOR15A; LOR16A	\$15

HP PageWide Pro Printers

MSRP	Purchase Model	HP Printer SKU#	Flat Rebate	HP Ink SKU#	Ink Rebate
\$499	HP PageWide Pro 452dn Printer	D3Q15A	\$50	F6T80AN, LOR86AN, LOR89AN, LOR92AN, F6T84AN, LOR98AN, LOS01AN, LOS04AN	\$15
\$499	HP PageWide Pro 452dw Printer	D3Q16A	\$50	F6T80AN, LOR86AN, LOR89AN, LOR92AN, F6T84AN, LOR98AN, LOS01AN, LOS04AN	\$15
\$699	HP PageWide Pro MFP 477dn	D3Q19A	\$100	F6T80AN, LOR86AN, LOR89AN, LOR92AN, F6T84AN, LOR98AN, LOS01AN, LOS04AN	\$15
\$699	HP PageWide Pro MFP 477dw	D3Q20A	\$100	F6T80AN, LOR86AN, LOR89AN, LOR92AN, F6T84AN, LOR98AN, LOS01AN, LOS04AN	\$15
\$699	HP PageWide Pro 552dw Printer	D3Q17A	\$100	F6T80AN, LOR86AN, LOR89AN, LOR92AN, F6T84AN, LOR98AN, LOS01AN, LOS04AN, LOR08A, LOR05A, LOR06A, LOR07A	\$15
\$899	HP PageWide Pro MFP 577dw	D3Q21A	\$100	F6T80AN, LOR86AN, LOR89AN, LOR92AN, F6T84AN, LOR98AN, LOS01AN, LOS04AN, LOR08A, LOR05A, LOR06A, LOR07A	\$15
\$1,499	HP PageWide Pro MFP 577z	K9Z76A	\$150	F6T80AN, LOR86AN, LOR89AN, LOR92AN, F6T84AN, LOR98AN, LOS01AN, LOS04AN, LOR08A, LOR05A, LOR06A, LOR07A	\$15

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

HP desktop LaserJets, non-HP laser desktop, HP DeskJets/OfficeJets, non-HP inkjets, up to a maximum of 75 pounds qualify for the trade-in product, and in any condition. Floor standing units are NOT eligible for trade-in.

Are refurbished products eligible for the trade-in for the HP Trade-In and Save promotion?

A refurbished printer is ONLY eligible for the Trade In and Save program as a returned/traded-in product.

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 June 15, 2016 and April 30, 2017. Go to www.hp.com/go/tradeinandsave and complete an on-line claim form. If you purchased compatible toner/ink, please indicate it on your claim form. Please note the eligible toner/ink purchase must be on the same invoice and compatible with the eligible product purchase. Your claim and proof of purchase must be submitted within 30 days of purchase invoice date or May 31, 2017, whichever occurs sooner. Participants are allowed to claim one (1) HP toner/ink purchase per HP printer purchased.
2. The Proof of Purchase for the new printer(s) purchased must be received within 30 days of purchase invoice date or May 31, 2017, whichever occurs sooner. 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/placard will be emailed to you within one business day of validation of your Proof of Purchase. You must print this shipping label/placard.
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. MVI 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 hptradesave@marketvelocity.com or by calling 1-888-309-2943 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 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: hptradesave@marketvelocity.com

Fax: 770-217-4102

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 hptradesave@marketvelocity.com or by calling 1-888-309-2943 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. For customers in Alaska and Hawaii, the cost of the shipping will be deducted from any eligible rebate amounts prior to the rebate being paid.
- 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 hptradesave@marketvelocity.com or by calling 1-888-309-2943 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 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 with another offer?

This offer MAY be combined with (or “stacked” 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 hptradesave@marketvelocity.com or by calling 888-309-2943 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 (hp.com/go/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 your 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 hptradesave@marketvelocity.com or by calling 888-309-2943 between 8am and 8pm ET, Monday through Friday.

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

Please email customer service at hptradesave@marketvelocity.com or by calling 888-309-2943 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 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 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.

Public Sector involvement:

HP may not offer, give or promise to give, directly or indirectly, an employee of the U.S. federal government, U.S. state/local government, or public higher education institution, or to any private or public K-12 educational institution, or library, anything of value—including gifts, meals, entertainment or travel—unless the offer is in accordance with the federal, state, or local law or any code of conduct or internal rules or by-laws that govern the activities of the recipient. HP has obligations to confirm what U.S. federal, state or local requirements apply to HP's relationship with entity and be sure to comply.

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

1. Contact customer service at hptradesave@marketvelocity.com or by calling 888-309-2943 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?

No, it is not.

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

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.com/go/tradeinandsave) is communicated, then the probability of the customer ending up at HP stores will be very low.