HP Refresh and Recycle

Frequently Asked Questions

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

First, make sure your product is eligible under the terms of the program by checking the matrix on the terms and conditions page. If you feel that your product is eligible and not listed in the Recycle pull down menu, please contact Market Velocity via email at hprefreshandrecycle@marketvelocity.com or by calling 1-888-309-2944 Monday – Friday between 8 a.m. and 8 p.m. Eastern Time and they will assist you in filing your claim.

What countries and United States are included in the program?

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

How long does the HP Refresh and Recycle promotion run?

Purchases of eligible products must take place between February 1, 2019, and July 31, 2019. To take advantage of this offer, complete the Recycle on-line claim form and provide proof of purchase and return 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 program. Your claim and proof of purchase must be submitted within 30 days of the purchase invoice date or by August 31, 2019, whichever occurs sooner.

Recycle product must be shipped within 30 days from the date the shipping label is received and no later than midnight on September 30, 2019, whichever is sooner.

What products can be purchased to participate in this program?

Eligible HP SKUs:

HP Single-Function Mono LaserJet Printers

Purchase Model	HP Printer SKU#
HP LaserJet Pro M501dn Printer	J8H61A#BGJ
HP LaserJet Enterprise M506n Printer	F2A68A#BGJ
HP LaserJet Enterprise M506dn Printer	F2A69A#BGJ/#AAZ/#201
HP LaserJet Enterprise M506x Printer	F2A70A#BGJ
HP LaserJet Enterprise M506dh Printer	F2A71A#201/#AAZ
HP LaserJet Enterprise M607dn Printer	K0Q15A#BGJ
HP LaserJet Enterprise M607n Printer	K0Q14A#BGJ
HP LaserJet Enterprise M608dn Printer	K0Q18A#BGJ/#AAZ/#201
HP LaserJet Enterprise M608n Printer	K0Q17A#BGJ
HP LaserJet Enterprise M608x Printer	K0Q19A#BGJ
HP LaserJet Enterprise M609dn Printer	K0Q21A#BGJ/#AAZ/#201
HP LaserJet Enterprise M609x Printer	K0Q22A#BGJ
HP LaserJet Pro M712n Printer	CF235A#BGJ
HP LaserJet Pro M712dn Printer	CF236A#BGJ
HP LaserJet Pro M712xh Printer	CF238A#BGJ

HP Single-Function Color LaserJet Printers

Purchase Model	HP Printer SKU#
HP Color LaserJet Enterprise M553n Printer	B5L24A#BGJ
HP Color LaserJet Enterprise M553dn Printer	B5L25A#BGJ/#AAZ/#201
HP Color LaserJet Enterprise M553x Printer	B5L26A#BGJ
HP Color LaserJet Pro CP5225dn Printer	CE712A#BGJ
HP Color LaserJet Pro CP5225n Printer	CE711A#BGJ
HP Color LaserJet Enterprise M652dn Printer	J7Z99A#BGJ/#AAZ/#201
HP Color LaserJet Enterprise M652n Printer	J7Z98A#BGJ
HP Color LaserJet Enterprise M653dn Printer	J8A04A#BGJ/#AAZ/#201
HP Color LaserJet Enterprise M653x Printer	J8A05A#BGJ
HP Color LaserJet Enterprise M750n Printer	D3L08A#BGJ
HP Color LaserJet Enterprise M750dn Printer	D3L09A#BGJ
HP Color LaserJet Enterprise M750xh Printer	D3L10A#BGJ/#AAZ/#201

HP Multi-Function Mono LaserJet Printers

Purchase Model	HP Printer SKU#
HP LaserJet Pro 500 MFP M521dn Printer	A8P79A #BGJ
HP LaserJet Enterprise MFP M527dn Printer	F2A76A#BGJ
HP LaserJet Enterprise MFP M527f Printer	F2A77A#BGJ
HP LaserJet Enterprise Flow MFP M527c Printer	F2A81A#BGJ/#AAZ/#201
HP LaserJet Enterprise Flow MFP M527z Printer	F2A78A#BGJ
HP LaserJet Enterprise Flow MFP M631h Printer	J8J64A#BGJ
HP LaserJet Enterprise MFP M631z Printer	J8J65A#BGJ
HP LaserJet Enterprise MFP M632fht Printer	J8J71A#BGJ
HP LaserJet Enterprise MFP M632h Printer	J8J70A#BGJ
HP LaserJet Enterprise Flow MFP M632z Printer	J8J72A#BGJ/#AAZ/#201
HP LaserJet Enterprise MFP M633fh Printer	J8J76A#BGJ
HP LaserJet Enterprise Flow MFP M633z Printer	J8J78A#BGJ/#AAZ/#201
HP LaserJet Enterprise MFP M725dn Printer	CF066A#BGJ
HP LaserJet Enterprise MFP M725f Printer	CF067A#BGJ
HP LaserJet Enterprise MFP M725z Printer	CF068A#BGJ/#AAZ/#201
HP LaserJet Enterprise MFP M725z+ Printer	CF069A#BGJ

HP Multi-Function Color LaserJet Printers

Purchase Model	HP Printer SKU#
HP Color LaserJet Pro 500 MFP M570dn Printer	CZ271A#BGJ
HP Color LaserJet Enterprise MFP M577dn Printer	B5L46A#BGJ
HP Color LaserJet Enterprise MFP M577f Printer	B5L47A#BGJ
HP Color LaserJet Enterprise Flow MFP M577c Printer	B5L54A#BGJ/#AAZ/#201
HP Color LaserJet Enterprise Flow MFP M577z Printer	B5L48A#BGJ
HP Color LaserJet Enterprise MFP M681dh Printer	J8A10A#BGJ
HP Color LaserJet Enterprise MFP M681f Printer	J8A11A#BGJ
HP Color LaserJet Enterprise Flow MFP M681f Printer	J8A12A#BGJ
HP Color LaserJet Enterprise Flow MFP M681z Printer	J8A13A#BGJ/#AAZ/#201
HP Color LaserJet Enterprise Flow MFP M682z Printer	8A17A#BGJ
HP Color LaserJet Enterprise MFP M775dn Printer	CC522AA#BGJ/#AAZ/#201
HP Color LaserJet Enterprise MFP M775f Printer	CC523A#BGJ
HP Color LaserJet Enterprise MFP M775z Printer	CC524A#BGJ/#AAZ/#201

HP Managed Printers

Purchase Model	HP Printer SKU#
HP LaserJet Managed E60055dn Printer	M0P33A
HP LaserJet Managed E60075dn Printer	M0P39A
HP LaserJet Managed E60075x Printer	M0P40A
HP LaserJet Managed E60065dn Printer	M0P35A
HP LaserJet Managed E60065x Printer	M0P36A
HP Color LaserJet Managed MFP E67550dh Printer	L3U66A
HP Color LaserJet Flow MFP E67560z Printer	L3U70A
HP LaserJet Managed MFP E62555dn Printer	J8J66A
HP LaserJet Managed MFP E62565hs Printer	J8J73A
HP LaserJet Managed Flow MFP E62565h Printer	J8J74A
HP LaserJet Managed Flow MFP E62565z Printer	J8J79A
HP LaserJet Managed Flow MFP E62575z Printer	J8J80A
HP LaserJet Managed MFP E52545dn Printer	3GY19A
HP LaserJet Managed Flow MFP E52545c Printer	3GY20A
HP Color LaserJet Managed MFP E57540dn Printer	3GY25A
HP Color LaserJet Managed Flow MFP E57540c Printer	3GY26A
HP LaserJet Managed E55040dw Printer	3GX98A
HP LaserJet Managed E50045dw Printer	3GN19A
HP Color LaserJet Managed E65050dn Printer	L3U55A
HP Color LaserJet Managed E65060dn Printer	L3U56A
HP PageWide Managed Color MFP E58650dn Printer	L3U42A
HP PageWide Managed Color Flow MFP E58650z Printer	L3U43A
HP PageWide Managed Color E55650dn Printer	L3U44A
HP PageWide Managed P57750dw MFP	J9V82A

HP PageWide Printers

Purchase Model	HP Printer SKU#
HP PageWide Pro 452dn Printer	D3Q15A#B1H
HP PageWide Pro 452dw Printer	D3Q16A#B1H
HP PageWide Pro MFP 477dn Printer	D3Q19A#B1H
HP PageWide Pro MFP 477dw Printer	D3Q20A#B1H
HP PageWide Pro 552dw Printer	D3Q17A#B1H
HP PageWide Pro MFP 577dw Printer	D3Q21A#B1H
HP PageWide Pro MFP 577z Printer	K9Z76A#B1H
HP PageWide Enterprise Color 556dn Printer	G1W46A#BGJ
HP PageWide Enterprise Color 556xh Printer	G1W47A#BGJ
HP PageWide Enterprise Color MFP 586dn Printer	G1W39A#BGJ
HP PageWide Enterprise Color MFP 586f Printer	G1W40A#BGJ
HP PageWide Enterprise Color Flow MFP 586z Printer	G1W41A#BGJ/#201
HP PageWide Enterprise Color MFP 780dns Printer	J7Z10A#B1H
HP PageWide Enterprise Color Flow MFP 785zs Printer	J7Z12A#B1H
HP PageWide Pro MFP 774dn Printer	4PZ43A
HP PageWide Pro MFP 774dns Printer	4PZ44A
HP PageWide Pro MFP 779dn Printer	4PZ45A
HP PageWide Pro MFP 779dns Printer	4PZ46A
HP PageWide Pro 755dn Printer	4PZ47A

What product(s) are eligible for recycle in the HP Refresh and Recycle program?

HP desktop LaserJets, non-HP laser desktop, HP DeskJets/OfficeJets, non-HP inkjets, printers less than 115 pounds qualify for recycling and in any condition.

What is the final submission date for my claim?

All claims must be submitted within 30 days of purchase invoice date or August 31, 2019, 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 August 31, 2019, whichever occurs sooner. Proof of purchase(s) can be submitted either via fax or email.

Email: hprefreshandrecycle@marketvelocity.com
Fax: 770-925-9064

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 program 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 program 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 meet. To help you with this process, please contact Market Velocity at 1-888-309-2944 Monday - Friday between 8 a.m. and 8 p.m. Eastern Time.

How does the recycle process work?

- HP will pay usual and customary shipping charges for shipping the Recycle Product(s) as part of this program when the provided shipping label is used. Customers should ship the recycle product using their own box.
- For customers in Alaska and Hawaii, contact Market Velocity via email at hprefreshandrecycle@marketvelocity.com or by calling 1-888-309-2944 Monday - Friday between 8 a.m. and 8 p.m. Eastern Time and they will assist you.
- Pre-paid, pre-addressed shipping labels will be e-mailed within one business day of validation of the proof of purchase invoice. The shipping instructions are valid for thirty (30) days from the issue date.
- You must contact HP's designated shipping carrier to schedule pick-up.
- The Recycle Product(s) must be picked up within thirty (30) days from the date you receive your shipping instructions email or by September 30, 2019, whichever date occurs first.
- Recycle products are any eligible ink, or laser printer—HP or competitive models—not floor standing. Only desktop units are allowed. See Program website for list of eligible recycle printers.
- Recycle 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 Recycled 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 hprefreshandrecycle@marketvelocity.com or by calling 1-888-309-2944 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 recycling my product(s)?

Recycle printer must be shipped within 30 days of receipt of the shipping instructions or by September 30, 2019, 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?

Yes, recycle any eligible desktop laser/ink printer, any condition.

Can I combine HP Refresh and Recycle 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 programs.

Is there a maximum number of products I can recycle?

No. You can claim up to 20 units online via the online claim form (hp.com/go/refreshandrecycle) and up to 400 units per each custom claim. Customers can submit multiple claims throughout the program 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.

If I have questions about the HP Refresh and Recycle program or my claim, whom do I contact?

Please email customer service at hprefreshandrecycle@marketvelocity or by calling 1-888-309-2944 between 8 a.m. and 8 p.m. Eastern Time, Monday through Friday.

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 in the terms and conditions.

Is Managed Print Services available for this program?

Yes, please see list of qualified MPS models.

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 program pages, but I don't want them to have an HP shopping experience?

The program 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/refreshandrecycle) is communicated, then the probability of the customer ending up at HP stores will be very low.

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