

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 us at ams.promotions@hp.com. You can also call us at 833-473-0008.

What countries and United States are included in the program?

This promotion is valid in the Continental U.S. only.

How long does the HP Refresh and Recycle promotion run?

Purchases of eligible products must take place between November 1, 2020, and October 31, 2021. 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 November 30, 2021, 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 December 31, 2021, whichever is sooner.

What products can be purchased to participate in this program?

A list of eligible products can be found at:
www.hp.com/go/refreshandrecycle/tc

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 November 30, 2021, 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 November 30, 2021, whichever occurs sooner. Proof of purchase(s) can be submitted by email to ams.promotions@hp.com.

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 met. To help you with this process, please contact us at ams.promotions@hp.com.

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.
- The Refresh and Recycle program is for the Continental US only.
- Pre-paid, pre-addressed shipping labels will be e-mailed within three business days 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 carrier to schedule shipping of your product.
- The Recycle Product(s) must be picked up within thirty (30) days from the date you receive your shipping instructions email or by December 31 2021, 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, what should I do?

Please email us at ams.promotions@hp.com.

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 December 31, 2021, 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 ams.promotions@hp.com.

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 follow the link above to the 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.

