

# Trade-In & Save 2013

## 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 customer service and they will assist you in filing your claim.

### How long does the HP Trade-In and Save 2013 promotion run?

Between June 1, 2013 and December 31, 2013, to take advantage of this offer, complete the trade-in on-line claim form, provide proof of purchase and trade-in an old 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 purchase invoice date or January 31, 2014, whichever occurs sooner.

### 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.

### What products and HP Care Pack Services can be purchased to receive the HP Trade-In and Save 2013 rebates and what are the cash-back<sup>1</sup> amounts?

#### Purchase Products:

Purchase Model for Purchase Category: Monochrome Laser Printers	SKU#	Trade-in and Save Rebate Amount	Non-HP Trade-in Product Bonus cash back
LaserJet Pro 400 series M401dne	CF399A#BGJ	\$50	\$50
LaserJet Pro 400 series M401dn	CF278A #BGJ, 201	\$50	\$50
LaserJet Pro 400 series M401dw	CF285A #BGJ	\$50	\$50
LaserJet P3015n	CE527A #ABA	\$50	\$50
LaserJet P3015dn	CE528A #ABA, 201, AAZ	\$50	\$50
LaserJet P3015x	CE529A #ABA, 201, AAZ	\$50	\$50
LaserJet Enterprise M601n	CE989A #BGJ	\$50	\$50
LaserJet Enterprise M601dn	CE990A #BGJ	\$50	\$50
LaserJet Enterprise M602n	CE991A #BGJ	\$50	\$50
LaserJet Enterprise M602dn	CE992A #ABA, 201, AAZ	\$100	\$50
LaserJet Enterprise M602x	CE993A #BGJ, 201	\$100	\$50
LaserJet Enterprise M603n	CE994A #BGJ	\$100	\$50
LaserJet Enterprise M603dn	CE995A #ABA, 201, AAZ	\$100	\$50
LaserJet Enterprise M603xh	CE996A #ABA, 201, AAZ	\$200	\$50
LaserJet Pro M712n	CF235A	\$100	\$50
LaserJet Pro M712dn	CF236A	\$200	\$50
LaserJet Pro M712xh	CF238A	\$300	\$50
LaserJet 9040	Q7699A	\$300	\$50

LaserJet 9050n	Q3722A	\$300	\$50
LaserJet 9050dn	Q3723A	\$300	\$50

Purchase Model for Purchase Category: Color Laser Printers	SKU#	Trade-in and Save Rebate Amount	Non-HP Trade-in Product Bonus cash back
LaserJet Pro 400 color printer M451dn	CE957A	\$50	\$50
LaserJet Pro 400 color printer M451dw	CE958A	\$50	\$50
LaserJet Enterprise 500 color M551n	CF081A	\$50	\$50
LaserJet Enterprise 500 color M551dn	CF082A	\$50	\$50
LaserJet Enterprise 500 color M551xh	CF083A	\$100	\$50
Color LaserJet CP4025n	CC489A	\$50	\$50
Color LaserJet CP4025dn	CC490A	\$100	\$50
Color LaserJet CP4525n	CC493A	\$100	\$50
Color LaserJet CP4525dn	CC494A	\$100	\$50
Color LaserJet CP4525xh	CC495A	\$200	\$50
Color LaserJet CP5225	CE710A	\$100	\$50
Color LaserJet CP5225n	CE711A	\$100	\$50
Color LaserJet CP5225dn	CE712A	\$100	\$50
Color LaserJet CP5525n	CE707A	\$200	\$50
Color LaserJet CP5525dn	CE708A	\$200	\$50
Color LaserJet CP5525xh	CE709A	\$300	\$50
Color LaserJet CP6015n	Q3931A	\$300	\$50
Color LaserJet CP6015dn	Q3932A	\$300	\$50
Color LaserJet CP6015x	Q3933A	\$300	\$50
Color LaserJet CP6015xh	Q3934A	\$300	\$50
Color LaserJet CP6015de	Q3935A	\$300	\$50

Purchase Model for Purchase Category: Monochrome LaserJet MFPs	SKU#	Trade-in and Save Rebate Amount	Non-HP Trade-in Product Bonus cash back
LaserJet Pro 400 M425dn MFP	CF286A	\$50	\$50
LaserJet Pro 500 MFP M521dn	A8P79A #BGJ	\$50	\$50
LaserJet Enterprise 500 MFP M525dn	CF116A	\$100	\$50
LaserJet Enterprise 500 MFP M525f	CF117A	\$200	\$50
LaserJet Enterprise 500 Flow MFP M525c	CF118A	\$350	\$50
LaserJet M4555h MFP	CE738A	\$200	\$50
LaserJet M4555f MFP	CE503A	\$300	\$50
LaserJet M4555fskm MFP	CE504A	\$300	\$50
LaserJet Enterprise M725dn MFP	CF066A #BGJ	\$300	\$50
LaserJet Enterprise M725f MFP	CF067A #BGJ	\$300	\$50
LaserJet Enterprise M725z MFP	CF068A #BGJ, 201, AAZ	\$300	\$50
LaserJet Enterprise M725z+ MFP	CF069A #BGJ	\$300	\$50

Purchase Model for Purchase Category: Color Laser MFPs	SKU#	Trade-in and Save Rebate Amount	Non-HP Trade-in Product Bonus cash back
LaserJet Pro 100 color MFP M175nw	CE866A #BGJ	\$50	\$50
LaserJet Pro 200 color MFP M276nw	CF145A #BGJ	\$50	\$50
LaserJet Pro 300 color MFP M375nw	CE903A	\$50	\$50
LaserJet Pro 400 color MFP M475dn	CE863A	\$50	\$50
LaserJet Pro 400 color MFP M475dw	CE864A	\$50	\$50
LaserJet Pro 500 color MFP M570dn	CZ271A	\$100	\$50
LaserJet Enterprise 500 Color MFP M575dn	CD644A	\$200	\$50
LaserJet Enterprise 500 Color MFP M575f	CD645A	\$200	\$50
LaserJet Enterprise 500 Color Flow MFP M575c	CD646A	\$500	\$50
LaserJet Enterprise 700 Color MFP M775dn	CC522A	\$300	\$50
LaserJet Enterprise 700 Color MFP M775f	CC523A	\$300	\$50
LaserJet Enterprise 700 Color MFP M775z	CC524A	\$300	\$50
LaserJet Enterprise 700 Color MFP M775z+	CC304A	\$300	\$50
Color LaserJet CM4540 MFP	CC419A	\$300	\$50
Color LaserJet CM4540f MFP	CC420A	\$300	\$50
Color LaserJet CM4540fskm MFP	CC421A	\$300	\$50
Color LaserJet CM6040f MFP	Q3939A	\$300	\$50

### HP Care Pack Products:

Monochrome Laser Printer Purchase Models		Applicable Care Pack	Care Pack Description	Care Pack Rebate
LaserJet Pro 400 series M401dne, M401dn, M401dw	CF399A #BGJ, CF278A #BGJ, 201 CF285A #BGJ	U5Z48E	3 Yr ND Exchange	\$5
LaserJet P3015n, P3015dn, P3015x	CE527A #ABA, CE528A #ABA, 201, AAZ CE529A #ABA, 201, AAZ	UT948E	3 Yr ND On-Site + DMR	\$10
LaserJet Enterprise M601n, M601dn	CE989A #BGJ, CE990A #BGJ	HZ466E	3 Yr ND On-Site + DMR	\$10
LaserJet Enterprise M602n, M602dn, M602x	CE991A #BGJ CE992A #ABA, 201, AAZ CE993A #BGJ, 201	HZ490E	3 Yr ND On-Site + DMR	\$20
LaserJet Enterprise M603n, M603dn, M603xh	CE994A #BGJ CE995A #ABA, 201, AAZ CE996A #ABA, 201, AAZ	HY749E	3 Yr ND On-Site + DMR	\$20
LaserJet Pro M712n, M712dn, M712xh	CF235A, CF236A, CF238A	U6Z05E	3 Yr ND On-Site + DMR	\$20
LaserJet 9040, 9050n, 9050dn	Q7699A, Q3722A, Q3723A	UL421E	3 Yr ND On-Site + DMR	\$40

Color Laser Printer Models		Applicable Care Pack	Care Pack Description	Care Pack Rebate
LaserJet Pro 400 color printer M451dn, M451dw	CE957A, CE958A	U1H88E	3 Yr ND Exchange	\$5
LaserJet Enterprise 500 color M551n, M551dn, M551xh	CF081A, CF082A, CF083A	HZ626E	3 Yr ND On-Site + DMR	\$10
Color LaserJet CP4025n, CP4025dn	CC489A, CC490A	UL415E	3 Yr ND On-Site + DMR	\$20
Color LaserJet CP4525n, CP4525dn, CP4525xh	CC493A, CC494A, CC495A	UT438E	3 Yr ND On-Site + DMR	\$20
Color LaserJet CP5225, CP5225n, CP5225dn	CE710A, CE711A, CE712A	UQ496E	3 Yr ND On-Site + DMR	\$20
Color LaserJet CP5525n, CP5525dn, CP5525xh	CE707A, CE708A, CE709A	UX963E	3 Yr ND On-Site + DMR	\$40
Color LaserJet CP6015n, CP6015dn, CP6015x, CP6015xh, CP6015de	Q3931A, Q3932A, Q3933A, Q3934A, Q3935A	UL413E	3 Yr ND On-Site + DMR	\$40

Monochrome LaserJet MFP Models		Applicable Care Pack	Care Pack Description	Care Pack Rebate
LaserJet Pro 400 M425dn MFP	CF286A	U5X83E	3 Yr ND Exchange	\$5
LaserJet Pro 500 MFP M521dn	A8P79A #BGJ	U6Z65E	3 Yr ND On-Site + DMR	\$10
LaserJet Enterprise 500 MFP M525dn, M525f, Flow MFP M525c	CF116A, CF117A, CF118A	U5X64E	3 Yr ND On-Site + DMR	\$20
LaserJet M4555h MFP, M4555f MFP, M4555fskm MFP	CE738A, CE503A, CE504A	HP560E	3 Yr ND On-Site + DMR	\$40
LaserJet Enterprise M725dn MFP, M725f MFP, M725z MFP, M725z+ MFP	CF066A #BGJ, CF067A #BGJ, CF068A #BGJ 201 AAZ, CF069A #BGJ	U7A14E	3 Yr ND On-Site + DMR	\$40

Color Laser MFP Models		Applicable Care Pack	Care Pack Description	Care Pack Rebate
LaserJet Pro 100 color MFP M175nw	CE866A #BGJ	UQ224E	Next Business Day Exchange, Enhanced Phone, HW Support, 3 year	\$7
LaserJet Pro 200 color MFP M276nw	CF145A #BGJ	UQ224E	Next Business Day Exchange, Enhanced Phone, HW Support, 3 year	\$7
LaserJet Pro 300 color MFP M375nw	CE903A	U1H76E	3 Yr ND On-Site	\$10
LaserJet Pro 400 color MFP M475dn, M475dw	CE863A, CE864A	U1H64E	3 Yr ND On-Site	\$10
LaserJet Pro 500 color MFP M570dn	CZ271A	U6Y78E	3 Yr ND On-Site	\$10
LaserJet Enterprise 500 Color MFP M575dn, M575f, Flow MFP M575c	CD644A, CD645A, CD646A	U1Q39E	3 Yr ND On-Site + DMR	\$40

LaserJet Enterprise 700 Color MFP M775dn, M775f, M775z, M775z+	CC522A, CC523A, CC524A, CC304A	U6W62E	3 Yr ND On-Site + DMR	\$60
Color LaserJet CM4540 MFP, CM4540f MFP, CM4540fskm MFP	CC419A, CC420A, CC421A	UV273E	3 Yr ND On-Site + DMR	\$60
Color LaserJet CM6040f MFP	Q3939A	UL411E	3 Yr ND On-Site + DMR	\$100

**Purchase Products: What product(s) are eligible for trade-in for the HP Trade-In and Save 2013 promotion?**

HP desktop LaserJets/Color LaserJets, non-HP laser desktop printers, HP and non-HP inkjets qualify for the trade-in product in any condition. Floor standing units are NOT eligible for trade in.

**Are refurbished products eligible for the new purchase for the Trade-In and Save 2013 promotion?**

Refurbished units will not be eligible for the Trade-In and Save program.

**How do I get my cash-back<sup>1</sup> allowance?**

To get your cash-back<sup>1</sup> amount, follow these five simple steps:

1. Purchase an eligible HP product between June 1, 2013 and December 31, 2013. Go to [www.hp.com/go/tradeandsave1](http://www.hp.com/go/tradeandsave1) and complete an on-line claim form. If you purchased a qualifying HP Care Pack Service, please indicate it on your claim form. Please note the eligible Care Pack Service purchase must be on the same invoice as the eligible product purchase. Your claim must be submitted within 30 days of purchase invoice date or January 31, 2014, whichever occurs sooner.
2. A confirmation email with a claim number will be sent to you via email once you submit your claim, with instructions on the next steps of the claim process. Please print these out and save for your records. Reference this claim number for all questions relating to this promotion.
  - o Fax in a copy of your confirmation email, your proof of purchase sales invoice(s) (or lease documents) to 678-730-0420 or email to [hptradesave@marketvelocity.com](mailto:hptradesave@marketvelocity.com). If the serial number(s) of your eligible new Printer(s) is not listed on your sales invoice(s), please write the serial number(s) of your eligible new Printer(s) on the sales invoice(s) prior to mailing. This needs to be done within thirty (30) days of claim submission or before March 2, 2014, whichever occurs sooner. Be sure to keep a copy of your entire claim for your records. You may also mail to:

Market Velocity, Inc.  
Trade In & Save 2013  
1305 Mall of Georgia Blvd., Suite 190  
Buford, GA 30519

- o All documents must be received within thirty (30) days of claim submission date or March 2, 2014, whichever occurs sooner. Documents received after this date will not be accepted.

3. Within one (1) business day of validation of your Proof of Purchase, shipping instructions and a shipping label / placard will be emailed to you for shipment of the trade-in product(s). You must return trade-in product(s) for recycle in accordance with the instructions provided by HP. The shipping instructions/label is valid for thirty (30) days from the issue date.
4. The customer ships trade-in printer to MVI using their own box and the shipping label provided by MVI. Trade-in printer must be shipped within 30 days of receipt of the shipping instructions or by March 31, 2014, whichever occurs first.
5. MVI receives shipment of eligible trade-in product(s), 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 6 to 8 weeks of shipment, please contact Customer Service by calling 1-888-309-2943. 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 January 31, 2014, 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.

#### **How does the trade-in process work (if applicable)?**

- HP will pay usual and customary shipping charges for shipping the Trade-in Product(s) as part of this promotion when its designated shipping carrier 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 March 31, 2014, whichever date occurs first, for the appropriate cash-back<sup>1</sup> allowance.

- Trade-in products are any 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 call Market Velocity at 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 March 31, 2014 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<sup>1</sup> amount (if applicable)?**

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

**Can I combine HP Trade-In and Save 2013 with another offer?**

This offer MAY NOT be combined with (or "stacked" with) other promotional offers or trade-in programs, instant rebates or instant savings.

In the case where there is a Big Deal/Contract pricing, customer can take the higher of the two discounts. (Contact [nicole.barrett@hp.com](mailto:nicole.barrett@hp.com) for any exceptions).

HP PurchasEdge program points cannot be combined with HP Trade-In and Save 2013 cash back<sup>1</sup> allowance rebate.

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

Yes. A customer can claim a maximum of 400 products as trade-in.

**Can I purchase/lease multiple products?**

Certainly, this is a one-for-one trade only.

**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<sup>1</sup> 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.

**If I have questions about the HP Trade-In and Save 2013 promotion, my claim or my cash-back<sup>1</sup> allowance, whom do I contact?**

Please contact customer service or call Market Velocity at 1-888-309-2943.

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

Send them to our channel friendly site that does not have the left navigation that would allow them to go back to hp.com pages

[www.hp.com/go/tradeandsave1](http://www.hp.com/go/tradeandsave1)

**If I am a reseller can I claim on behalf of my customer?**

- Resellers may not submit claims on behalf of themselves.
- The Reseller must pass the full cash back<sup>1</sup> 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 2013 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 as a customer and or reseller I only qualify for free recycling and free shipping?**

1. Contact customer service at [hptradesave@marketvelocity.com](mailto: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<sup>1</sup> 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.

1. Cash back allowance is in the form of a check.