



Trade in and Save 2010 (Canada)

January 4, 2010 – December 31, 2010

Frequently Asked Questions

How long does the HP Trade in and Save promotion run?

Between January 4, 2010 and December 31, 2010, to take advantage of this offer, complete the trade-in on-line claim form, and provide proof of purchase and trade-in an old desktop laser / ink printer or scanner for recycling. The customer can also receive up to an additional \$175 cash back when purchasing an HP Care Pack, and for a limited time if they trade-in a non-HP printer they can receive up to an additional \$50 more.

Purchases and invoices dated prior to or after this timeframe will not be eligible for this promotion. Your claim must be submitted within 45 days of purchase invoice date or February 15, 2011, whichever occurs sooner. This promotion is ONLY valid in Canada.

What products and HP Care Pack Services can be purchased to receive the HP Trade-in and Save rebates and what are the cash-back amounts?

Product Description	Model Number	Trade-in Rebate (CAD)	Non-HP Trade-in Product Bonus Cash-back
HP LaserJet P2035 Printer	CE461A	\$50	\$25
HP LaserJet P2035n Printer	CE462A	\$50	\$25
HP LaserJet Professional P2055d Printer	CE457A	\$50	\$25
HP LaserJet P2055dn Printer	CE459A	\$50	\$25
HP Color LaserJet CP2025n Printer	CB494A	\$50	\$25
HP Color LaserJet CP2025dn Printer	CB495A	\$50	\$25
HP Color LaserJet CP2025x Printer	CB496A	\$50	\$25
HP LaserJet M2727nf Multifunction Printer	CB532A	\$50	\$25
HP Color LaserJet CM2320nf Multifunction Printer	CC436A	\$50	\$25
HP Color LaserJet CM2320fxi Multifunction Printer	CC435A	\$50	\$50
HP LaserJet P3015d Printer	CE526A	\$100	\$25
HP LaserJet P3015dn Printer	CE528A	\$200	\$50
HP LaserJet P3015x Printer	CE529A	\$200	\$50
HP Color LaserJet CP3525n Printer	CC469A	\$100	\$25
HP Color LaserJet CP3525dn Printer	CC470A	\$100	\$50
HP Color LaserJet CP3525x Printer	CC471A	\$200	\$50
HP LaserJet P4014n Printer	CB507A	\$100	\$50
HP LaserJet P4015n Printer	CB509A	\$200	\$50
HP LaserJet P4014dn Printer	CB512A	\$5	\$5
HP LaserJet P4515n Printer	CB514A	\$250	\$50
HP LaserJet P4015tn Printer	CB510A	\$200	\$50
HP LaserJet P4015dn Printer	CB526A	\$200	\$50
HP LaserJet P4015x Printer	CB511A	\$200	\$50
HP LaserJet P4515tn Printer	CB515A	\$250	\$50
HP LaserJet P4515x Printer	CB516A	\$10	\$10
HP Color LaserJet Enterprise CP4525n Printer	CC493A	\$200	\$50

HP Color LaserJet Enterprise CP4525dn Printer	CC494A	\$200	\$50
HP Color LaserJet Enterprise CP4525xh Printer	CC495A	\$250	\$50
HP LaserJet M3035 Multifunction Printer	CC476A	\$200	\$50
HP LaserJet M3035xs Multifunction Printer	CC477A	\$250	\$50
HP LaserJet M4345 Multifunction Printer	CB425A	\$400	\$50
HP LaserJet M4345x Multifunction Printer	CB426A	\$500	\$50
HP LaserJet M4345xs Multifunction Printer	CB427A	\$50	\$50
HP LaserJet M5035x Multifunction Printer	Q7830A	\$500	\$50
HP LaserJet M5035xs Multifunction Printer	Q7831A	\$600	\$50
HP Color LaserJet CM3530 Multifunction Printer	CC519A	\$300	\$50
HP Color LaserJet CM3530fs Multifunction Printer	CC520A	\$20	\$20
HP Color LaserJet CM4730 Multifunction Printer	CB480A	\$500	\$50
HP Color LaserJet CM4730f Multifunction Printer	CB481A	\$600	\$50
HP Color LaserJet CM4730fsk Multifunction Printer	CB482A	\$1000	\$50
HP Scanjet N9120 Department Document Scanner	L2683A	\$400	\$50
HP Scanjet Enterprise 7000n Document Capture Workstation	L2709A	\$200	\$50
HP Scanjet Enterprise 7000nx Document Capture Workstation	L2708A	\$200	\$50
HP Scanjet Enterprise 9000 Sheet-feed Scanner	L2712A	\$200	\$50
HP Scanjet 7000 Sheet-feed Scanner	L2706A	\$75	\$50
HP Scanjet 8270 Document Flatbed Scanner	L1975A	\$50	\$50
HP Scanjet 5000 Sheet-feed Scanner	L2715A	\$50	\$50
HP Scanjet N6310 Document Flatbed Scanner	L2700A	\$50	\$50
HP Digital Sender 9250c	CB472A	\$400	\$50
HP Officejet Pro 8000 Printer	CB092A	\$50	\$25
HP Officejet Pro 8000 Wireless Printer	C9297A	\$50	\$25
HP Officejet Pro 8500 All-in-One Printer	CB022A	\$50	\$25
HP Officejet Pro 8500 Wireless All-in-One Printer	CB023A	\$50	\$25
HP Officejet Pro 8500 Premier All-in-One Printer	CB025A	\$50	\$25

Eligible Care Packs:

Product Model	Product Number	Care Pack SKU #	Description	Care Pack Cash Back	Quantity Claim Limit Per Customer
P2035	CE461A	UK932E	HP 3y Next business day onsite LaserJet P2035/55 HW Supp	\$10	20
P2035n	CE462A	UK929E	HP 3y Next business day Exchange LaserJet P2035/55 SVC	\$10	20
P2055d	CE457A	UK929E	HP 3y Next business day Exchange LaserJet P2035/55 SVC	\$10	20
P2055dn	CE459A	UK929E	HP 3y Next business day Exchange LaserJet P2035/55 SVC	\$10	20
CP2025n	CB494A	UL385E	HP 3y Next business day Exchange Color LaserJet CP2025 HW SVC	\$10	20
CP2025dn	CB495A	UL385E	HP 3y Next business day Exchange Color LaserJet CP2025 HW SVC	\$10	20

CP2025x	CB496A	UL385E	HP 3y Next business day Exchange Color LaserJet CP2025 HW SVC	\$10	20
M2727nf	CB532A	H5471E	HP 3y Next business day Exchange LaserJet 339x/M2727 MFP SVC	\$15	20
CM2320nf	CC436A	UJ574E	HP 3y Next business day onsite Color LaserJet CM2320 MFP Supp	\$20	20
CM2320fxi	CC435A	UJ574E	HP 3y Next business day onsite Color LaserJet CM2320 MFP Supp	\$20	20
P3015d	CE526A	UP872E	HP 3y Next business day onsite LaserJet P3015 HW Supp	\$20	10
P3015dn	CE528A	UP872E	HP 3y Next business day onsite LaserJet P3015 HW Supp	\$20	10
P3015x	CE529A	UP872E	HP 3y Next business day onsite LaserJet P3015 HW Supp	\$20	10
CP3525n	CC469A	UL367E	HP 3y Next business day onsite Color LaserJet CP3525 HW Supp	\$20	10
CP3525dn	CC470A	UL367E	HP 3y Next business day onsite Color LaserJet CP3525 HW Supp	\$20	10
CP3525x	CC471A	UL367E	HP 3y Next business day onsite Color LaserJet CP3525 HW Supp	\$20	10
P4014n	CB507A	UK523E	HP 3y Next business day onsite LaserJet 4240/P4014 HW Supp	\$20	10
P4014dn	CB512A	UK523E	HP 3y Next business day onsite LaserJet 4240/P4014 HW Supp	\$20	10
P4015n	CB509A	H5479E	HP 3y Next business day onsite LaserJet 4250/P4015 HW Supp	\$40	5
P4015tn	CB510A	H5479E	HP 3y Next business day onsite LaserJet 4250/P4015 HW Supp	\$40	5
P4015dn	CB526A	H5479E	HP 3y Next business day onsite LaserJet 4250/P4015 HW Supp	\$40	5
P4015x	CB511A	H5479E	HP 3y Next business day onsite LaserJet 4250/P4015 HW Supp	\$40	5
P4515n	CB514A	UJ516E	HP 3y Next business day onsite LaserJet P4515 HW Support	\$50	4
P4515tn	CB515A	UJ516E	HP 3y Next business day onsite LaserJet P4515 HW Support	\$50	4
P4515x	CB516A	UJ516E	HP 3y Next business day onsite LaserJet P4515 HW Support	\$50	4
CP4525n	CC493A	US186E	HP 3y Next business day Color LaserJet CP4525 HW Supp	\$60	5
CP4525dn	CC494A	US186E	HP 3y Next business day Color LaserJet CP4525 HW Supp	\$60	5
CP4525xh	CC495A	US186E	HP 3y Next business day Color LaserJet CP4525 HW Supp	\$60	5
M3035	CC476A	UE685E	HP 3y Next business day onsite LaserJet M3035MFP HW Support	\$65	5
M3035xs	CC477A	UE685E	HP 3y Next business day onsite LaserJet M3035MFP HW Support	\$65	5
M4345	CB425A	H7668E	HP 3y Next business day onsite LaserJet4345/M4345MFP HW Supp	\$100	3
M4345x	CB426A	H7668E	HP 3y Next business day onsite LaserJet4345/M4345MFP HW Supp	\$100	3
M4345xs	CB427A	H7668E	HP 3y Next business day onsite LaserJet4345/M4345MFP HW Supp	\$100	3
M5035x	Q7830A	UE670E	HP 3y Next business day onsite LaserJet M5035MFP HW Support	\$100	2
M5035xs	Q7831A	UE670E	HP 3y Next business day onsite LaserJet M5035MFP HW Support	\$100	2
CM3530	CC519A	UK937E	HP 3y Next business day onsite Color LaserJet CM3530 MFP HW Supp	\$75	4

CM3530fs	CC520A	UK937E	HP 3y Next business day onsite Color LaserJet CM3530 MFP HW Supp	\$75	4
CM4730	CB480A	HC113E	HP 3y Next business day onsite CLJ CM4730 MFP HW Support	\$175	2
CM4730f	CB481A	HC113E	HP 3y Next business day onsite CLJ CM4730 MFP HW Support	\$175	2
CM4730fsk	CB482A	HC113E	HP 3y Next business day onsite CLJ CM4730 MFP HW Support	\$175	2
Scanjet N9120	L2683A	UJ990E	HP 3y Next business day onsite Scanjet N9120 HW Support	\$100	2
Scanjet 7000N	L2709A	UQ477E	HP 3y Next business day Onsite SJ7000n HW Support	\$60	5
Scanjet 7000NX	L2708A	UQ477E	HP 3y Next business day Onsite SJ7000n HW Support	\$60	5
Scanjet 9000	L2712A	UT433E	HP 3y Next business day SJ9000 HW Supp	\$85	5
Scanjet 7000	L2706A	UN478E	HP 3y Next business day Onsite Exchange SJ7000 HW Support	\$20	14
Scanjet 8270	L1975A	UH361E	HP 3y Next business day Onsite Exchange SJ82xx/8300/N6350 SVC	\$15	20
Scanjet 5000	L2715A	UH372E	HP 3y Next business day Onsite Exchange SJ5000/7800 HW SVC	\$15	20
Scanjet N6310	L2700A	UH260E	HP 3y Next business day Exchange Scanjet 5xxx/N6xxx HW SVC	\$10	20
Digital Sender 9250c	CB472A	U4659E	HP 3y Next business day Digital Sender 9250C HW Supp	\$100	3
OJ Pro 8000	CB092A	UG608E	HP 3y Next business day Exchange, OJ8000	\$5	20
OJ Pro 8000 wireless	C9297A	UG608E	HP 3y Next business day Exchange, OJ8000	\$5	20
OJ Pro 8500 AIO	CB022A	UG609E	HP 3y Next business day Exchange, OJ8500	\$10	20
OJ Pro 8500 Wireless AIO	CB023A	UG609E	HP 3y Next business day Exchange, OJ8500	\$10	20
OJ Pro 8500 Premier AIO	CB025A	UG609E	HP 3y Next business day Exchange, OJ8500	\$10	20

Care Packs Notes: *The Eligible Care Pack list sets forth the number of rebate claims per SKU per customer. HP Care Packs must be purchased for hardware within standard warranty period only.*

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

HP desktop LaserJets/Color LaserJets, non-HP laser desktop printers, HP and non-HP inkjets, and HP and non-HP scanners 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 and Save promotion?

Refurbished units are not eligible for the Trade-in & Save Promotion.

How do I get my cash back cheque?

To get your cash back cheque, follow these five simple steps:

1. Purchase an eligible HP printer between January 4, 2010 and December 31, 2010. Go to www.hp.ca/go/tradeandsave 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 45 days of purchase invoice date or February 15, 2011, whichever occurs sooner.
2. A confirmation 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.
3. Submit in the following two documents: your proof of purchase (sales invoice) dated between January 4, 2010, and December 31, 2010, and your confirmation email. Please write the serial number(s) of your new printer(s) or scanners on the sales invoice(s) prior to faxing/mailing, if they are not already shown. Be sure to keep a copy of your entire claim for your records. Submission methods:

Email: HP@web-rebates.com

Fax: 1-877-646-3718

Mail: HP Trade in and Save 2010 (Canada)
Offer # CATIS2010
P.O. Box: 4000
Chatham, ON N7M 0A9

These documents must be submitted within 45 days of purchase invoice date or February 15, 2011, whichever occurs sooner.

Within one (1) business day of validation of your Proof of Purchase, shipping instructions and a shipping label will be e-mailed 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 or scanner to HP using their own box and the shipping label provided by HP. Trade-in printer or scanner must be shipped within 30 days of receipt of the shipping instructions or by March 17, 2011, whichever occurs first.
5. HP 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 6 to 8 weeks of shipment, please contact Customer Service by calling 1-888-385-5410. 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.

*HP Care Pack Rebates will be mailed separately, if applicable. If payment has not been received after 8 weeks of shipment, please contact Customer Service by calling 1-888-385-5410.

When is the final submission date for my claim?

All claims must be submitted within 45 days of purchase or by February 15, 2011, whichever occurs sooner. Trade-in products must be shipped within 30 days of receiving shipping label(s) or no later than March 17, 2011 (whichever date comes first).

How does the shipping of the trade-in product process work?

- 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.
- 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 17, 2011, whichever date occurs first, for the appropriate cash-back allowance.
- Trade-in products are any ink, laser printer or scanner – 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 1-888-385-5410.

What is the final pick-up date for trading in my product(s) if applicable?

Trade-in product(s) must be picked-up within thirty (30) days from the date the shipping instructions are received electronically, or by March 17, 2011, whichever occurs first.

Where can I find the serial number for my purchased printer?

The serial number can be found on the box the product came in next to the UPC symbol. Or you can find it on the product itself. The serial number tends to be a 10 character alphanumeric combination, for example: USKB168842.

What if my old printer is damaged? Do I still get a cash back cheque?

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

Do I have to handle the trade-in process myself or can my reseller assist me?

Eligible HP Resellers can submit claims on behalf of their Customers. Eligible resellers agree to pass on cash back amounts to Customers at point of purchase.

Can I combine this offer with another offer?

This offer **MAY NOT** be combined with (or "stacked" with) other promotional offers or trade-in programs, except National HP Instant Rebates as defined below or with channel specific programs that have been approved for combinability by HP.

"Instant rebates" are defined as, but not limited to, instant savings, product specific coupons, product specific promotional pricing, and mail-in rebates.

In the case where there is a Big Deal/Contract pricing, customer can take the higher of the two. This will be based off of HP Street Price.

This offer for Care Packs MAY NOT be combined with any other promotions offers, Authorized Service Delivery Partner Program rebates, NMSO, Public Sector or Big deal/special pricing.

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 on a single claim.

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 45 days to file a claim from the date your eligible purchase product(s) is shipped.

What currency are the cash back cheques paid in?

Cash back allowances are paid in **Canadian dollars** to Canadian customers.

Can resellers participate in this promotion?

Eligible HP Authorized Resellers ("Eligible Resellers") can participate in this Program and submit claims as an agent, and, on behalf, of its Customers. However, Eligible Resellers agree to pass on Trade-in Rebate to Customers at point of purchase. Eligible Resellers must also submit a signed Acknowledgement & Release Letter between reseller and customer (provided by HP). The invoice showing the cash back amount **AND** Release letter must accompany the claim submission.

Reseller eligibility is determined by HP based on reseller's purchasing level. If you are a reseller and have questions about your eligibility please contact your HP account manager for details.

I am an eligible reseller when will I receive my rebate?

Eligible Resellers will receive reimbursement/rebate cheque 6-8 weeks (after) the point of purchase and from the time trade-in claim form has been completed and submitted.

Once I have purchased my HP Care Pack, am I automatically registered to receive support for my printer from HP?

No. You must activate your purchase by registering as soon as possible. Please contact your reseller for the registration URL. You will enter the activation number that was e-mailed to you by HP. Upon order placement, be SURE to include the desired e-mail address of the person you'd like your information sent to.

Is Managed Print Services available for this Program?

No, it is not. If products are purchased under an HP MPS agreement, they are not eligible for HP Trade-in and Save rebates.

Are there any other limitations?

- The Eligible Care Pack list sets forth the number of rebate claims per SKU per customer.
- HP Care Packs must be purchased for hardware within standard warranty period only.
- All claims are subject to verification. HP reserves the right to audit all requests to ensure that the Terms and Conditions of the promotion have been met and to request additional information regarding any and all claims and supporting documents. HP also reserves the right to confirm identification of claimants.
- All documentation submitted for this promotion becomes the property of HP and will not be returned. Submission of false, incorrect, misleading or fraudulent documentation may result in disqualification from this promotion and future HP promotions, and may result in the submitter being subject to civil or criminal liability.
- All federal, provincial and local laws/regulations apply. Promotion void where taxed, regulated, restricted or prohibited by law.
- HP is not responsible for late, lost, stolen, misdirected, illegible, incomplete or postage due claims/requests or for any printing, human or other errors.
- Offer not valid on refurbished units.
- Offer not valid on products purchased from Internet auctions, or any other unauthorized reseller of HP products.
- Promotion is valid in Canada only.
- HP reserves the right to cancel or modify this promotion at any time.
- Offer not transferable.
- Non-conforming claims will not be processed.

If I have questions about this promotion, my claim, or my cash back cheque, whom do I contact?

Please contact us at 1-888-385-5410 between 8am – 11pm EST. For complete promotion Terms and Conditions, please visit our website at www.hp.ca/tradeandsave

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