



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 promotion run?

Between January 1, 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. 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.

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 rebates and what are the cash-back amounts?

Product	Part #	Trade In and Save cash back as of January 1, 2010	Maximum Allowable cash back (Combination of eligible HP instant savings and Trade-in and Save Rebate)	Non-HP Trade-in Product Bonus cash back
LaserJet P2035	CE461A	\$50	\$150	\$25
LaserJet P2035n	CE462A	\$50	\$200	\$25
LaserJet P2055d	CE457A	\$50	\$200	\$25
LaserJet P2055dn	CE459A	\$50	\$200	\$25
Color LaserJet CP2025n	CB494A	\$50	\$200	\$25
Color LaserJet CP2025dn	CB495A	\$50	\$225	\$25
Color LaserJet CP2025x	CB496A	\$50	\$225	\$25
LaserJet M2727nf	CB532A	\$50	\$225	\$25
Color LaserJet CM2320nf	CC436A	\$50	\$275	\$25
Color LaserJet CM2320fxi	CC435A	\$50	\$200	\$50
LaserJet P3015d	CE526A	\$100	\$150	\$50
LaserJet P3015dn	CE528A	\$200	\$250	\$50
LaserJet P3015x	CE529A	\$200	\$250	\$50

Color LaserJet CP3525n	CC469A	\$100	\$150	\$50
Color LaserJet CP3525dn	CC470A	\$100	\$150	\$50
Color LaserJet CP3525x	CC471A	\$200	\$250	\$50
LaserJet P4014n	CB507A	\$100	\$150	\$50
LaserJet P4014dn	CB512A	\$100	\$150	\$50
LaserJet P4015n	CB509A	\$200	\$250	\$50
LaserJet P4015tn	CB510A	\$200	\$250	\$50
LaserJet P4015dn	CB526A	\$200	\$250	\$50
LaserJet P4015x	CB511A	\$200	\$250	\$50
LaserJet P4515n	CB514A	\$250	\$300	\$50
LaserJet P4515tn	CB515A	\$250	\$300	\$50
LaserJet P4515x	CB516A	\$250	\$300	\$50
Color LaserJet CP4525n	CC493A	\$200	\$250	\$50
Color LaserJet CP4525dn	CC494A	\$200	\$250	\$50
Color LaserJet CP4525xh	CC495A	\$250	\$300	\$50
LaserJet M3035	CC476A	\$200	\$250	\$50
LaserJet M3035xs	CC477A	\$250	\$300	\$50
LaserJet M4345	CB425A	\$400	\$450	\$50
LaserJet M4345x	CB426A	\$500	\$550	\$50
LaserJet M4345xs	CB427A	\$600	\$650	\$50
LaserJet M5035x	Q7830A	\$500	\$550	\$50
LaserJet M5035xs	Q7831A	\$600	\$650	\$50
Color LaserJet CM3530	CC519A	\$300	\$350	\$50
Color LaserJet CM3530fs	CC520A	\$400	\$450	\$50
Color LaserJet CM4730	CB480A	\$500	\$550	\$50
Color LaserJet CM4730f	CB481A	\$600	\$650	\$50
Color LaserJet CM4730fsk	CB482A	\$1,000	\$1,050	\$50
Scanjet N9120	L2683A	\$400	\$450	\$50
Scanjet 7000N	L2709A	\$200	\$250	\$50
Scanjet 7000NX	L2708A	\$200	\$250	\$50
Scanjet 9000	L2712A	\$200	\$250	\$50
Scanjet 7000	L2706A	\$75	\$125	\$50
Scanjet 8270	L1975A	\$50	\$100	\$50
Scanjet 5000	L2715A	\$50	\$100	\$50
Scanjet N6310	L2700A	\$50	\$100	\$50
Digital Sender 9250c	CB472A	\$400	\$450	\$50
Officejet Pro 8500 All-in-One	CB022A#B1H, #201	\$50	\$175	\$25

Officejet Pro 8500 All-in-One Wireless	CB023A#B1H	\$50	\$200	\$25
Officejet Pro 8500 All-in-One Premier	CB025A#B1H	\$50	\$225	\$25
Photosmart Premium Fax	CC335A	\$50	\$175	\$25
Photosmart Premium Web	CD734A	\$50	\$200	\$25
Photosmart B8550	CB981A	\$50	\$200	\$25
Photosmart Pro B8850	Q7161A	\$50	\$200	\$25
Officejet H470B	CB027A	\$50	\$175	\$25
Officejet H470WF	CB064A	\$50	\$175	\$25
Officejet H470WBT	CB028A	\$50	\$175	\$25
Photosmart Pro B9180	Q5736A	\$50	\$225	\$25
Business Inkjet 2800dtn	C8164A	\$50	\$225	\$25
Officejet Pro K8600dn	CB016A#A2L	\$50	\$175	\$10
Photosmart C8180	L2526A	\$50	\$175	\$10
OJ Pro 8500 Wireless Eco Easy	CB874A#B1H	\$50	\$175	\$25

Eligible Care Packs:

Product	Part #	Care Pack SKU #	Description	Trade In and Save cash back as of January 1, 2010
LaserJet P2035	CE461A	UK929E/A	3 Yr ND Exchange	\$10
LaserJet P2035n	CE462A	UK929E/A	3 Yr ND Exchange	\$10
LaserJet P2055d	CE457A	UK929E/A	3 Yr ND Exchange	\$10
LaserJet P2055dn	CE459A	UK929E/A	3 Yr ND Exchange	\$10
Color LaserJet CP2025n	CB494A	UL385E/A	3 Yr ND Exchange	\$10
Color LaserJet CP2025dn	CB495A	UL385E/A	3 Yr ND Exchange	\$10
Color LaserJet CP2025x	CB496A	UL385E/A	3 Yr ND Exchange	\$10
LaserJet M2727nf	CB532A	H5471E/A	3 Yr ND Exchange	\$15
Color LaserJet CM2320nf	CC436A	UJ574E/A	3 Yr ND On-Site	\$20
Color LaserJet CM2320fxi	CC435A	UJ574E/A	3 Yr ND On-Site	\$20

LaserJet P3015d	CE526A	UP872E/A	3 Yr ND On-Site	\$30
LaserJet P3015dn	CE528A	UP872E/A	3 Yr ND On-Site	\$30
LaserJet P3015x	CE529A	UP872E/A	3 Yr ND On-Site	\$30
Color LaserJet CP3525n	CC469A	UL367E/A	3 Yr ND On-Site	\$25
Color LaserJet CP3525dn	CC470A	UL367E/A	3 Yr ND On-Site	\$25
Color LaserJet CP3525x	CC471A	UL367EA	3 Yr ND On-Site	\$25
LaserJet P4014n	CB507A	UK523E/A	3 Yr ND On-Site	\$30
LaserJet P4014dn	CB512A	UK523E/A	3 Yr ND On-Site	\$30
LaserJet P4015n	CB509A	H5479E/A	3 Yr ND On-Site	\$40
LaserJet P4015tn	CB510A	H5479E/A	3 Yr ND On-Site	\$40
LaserJet P4015dn	CB526A	H5479E/A	3 Yr ND On-Site	\$40
LaserJet P4015x	CB511A	H5479E/A	3 Yr ND On-Site	\$40
LaserJet P4515n	CB514A	UJ516E/A	3 Yr ND On-Site	\$50
LaserJet P4515tn	CB515A	UJ516E/A	3 Yr ND On-Site	\$50
LaserJet P4515x	CB516A	UJ516E/A	3 Yr ND On-Site	\$50
Color LaserJet CP4525n	CC493A	US186E/A	3 Yr ND On-Site	\$60
Color LaserJet CP4525dn	CC494A	US186E/A	3 Yr ND On-Site	\$60
Color LaserJet CP4525xh	CC495A	US186E/A	3 Yr ND On-Site	\$60
LaserJet M3035	CC476A	UE685E/A	3 Yr ND On-Site	\$65
LaserJet M3035xs	CC477A	UE685E/A	3 Yr ND On-Site	\$65
LaserJet M4345	CB425A	H7668E/A	3 Yr ND On-Site	\$100
LaserJet M4345x	CB426A	H7668E/A	3 Yr ND On-Site	\$100
LaserJet M4345xs	CB427A	H7668E/A	3 Yr ND On-Site	\$100
LaserJet M5035x	Q7830A	UE670E/A	3 Yr ND On-Site	\$140
LaserJet M5035xs	Q7831A	UE670E/A	3 Yr ND On-Site	\$140
Color LaserJet CM3530	CC519A	UK937E/A	3 Yr ND On-Site	\$75
Color LaserJet CM3530fs	CC520A	UK937E/A	3 Yr ND On-Site	\$75
Color LaserJet CM4730	CB480A	HC113E/A	3 Yr ND On-Site	\$175
Color LaserJet CM4730f	CB481A	HC113E/A	3 Yr ND On-Site	\$175
Color LaserJet CM4730fsk	CB482A	HC113E/A	3 Yr ND On-Site	\$175
Scanjet N9120	L2683A #B1H	UJ990E/A	3 Yr ND On-Site	\$100
Scanjet 7000N	L2709A, #BGJ	UQ477E/A	3 Yr ND On-Site	\$60
Scanjet 7000NX	L2708A, #BGJ	UQ477E/A	3 Yr ND On-Site	\$60
Scanjet 9000	L2712A, #BGJ, #201	UT433E/A	3 Yr ND On-Site	\$85
Scanjet 7000	L2706A#BGJ	UN477E/A	3 Yr ND Exchange	\$20
Scanjet 8270	L1975A#B1H	U4939E/A	3 Yr ND Exchange	\$20
Scanjet 5000	L2715A#BGJ	UH370E/A	3 Yr ND Exchange	\$15
Scanjet N6310	L2700A #B1H	UH260E/A	3 Yr ND Exchange	\$10
Digital Sender 9250c	CB472A #B1H	U4659E	3 Yr ND On-Site	\$100
Officejet Pro 8500 All-in-One	CB022A#B1H, #201	UQ212E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -H SVC	\$15
Officejet Pro 8500 All-in-One Wireless	CB023A#B1H	UQ212E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -H SVC	\$15
Officejet Pro 8500 All-in-One Premier	CB025A#B1H	UQ212E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -H SVC	\$15

Photosmart Premium Fax	CC335A	UQ212E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -H SVC	\$15
Photosmart Premium Web	CD734A	UQ212E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -H SVC	\$15
Photosmart B8550	CB981A	UG609E	HP 3y Nbd ExchPrinting and Imaging-H SVC	\$10
Photosmart Pro B8850	Q7161A	UG609E	HP 3y Nbd ExchPrinting and Imaging-H SVC	\$10
Officejet H470B	CB027A	UQ212E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -H SVC	\$15
Officejet H470WF	CB064A	UQ212E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -H SVC	\$15
Officejet H470WBT	CB028A	UQ212E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr -H SVC	\$15
Photosmart C8180	L2526A	UG609E	HP 3y Nbd ExchPrinting and Imaging-H SVC	\$10
Photosmart Pro B9180	Q5736A	UG609E	HP 3y Nbd ExchPrinting and Imaging-H SVC	\$10
Officejet Pro K8600dn	CB016A#A2L	N/A	N/A	N/A
Business Inkjet 2800dtn	C8164A	N/A	N/A	N/A
OJ Pro 8500 Wireless Eco Easy	CB874A#B1H	UQ212E	HP 3y Nbd Exch w/Enhanced Tech Phone Support Aio/Mobile OJ prtr - H SVC	\$15

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 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?

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

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 January 1, 2010, and December 31, 2010. Go to www.hp.com/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. Fax in the following two documents: your proof of purchase (sales invoice) dated between January 1, 2010, and December 31, 2010, and your confirmation email to hptradesave@marketvelocity.com. Please write the serial number(s) of your new printer(s) or scanners on the sales invoice(s) prior to faxing/mailling, if they are not already shown. Be sure to keep a copy of your entire claim for your records. You may also mail to:

Market Velocity, Inc.
HP Trade-In and Save Program
1305 Mall of Georgia Blvd, Suite 190
Buford, GA 30519
Fax# 678-730-0420

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 / placard 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 MVI using their own box and the shipping label provided by MVI. Trade-in printer or scanner must be shipped within 30 days of receipt of the shipping instructions or by March 15, 2011, 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 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 45 days of purchase invoice date or February 15, 2011, whichever occurs sooner.

What happens if my product is on backorder after the 45 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 15, 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 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 15, 2011, 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 old desktop laser / ink printer or scanner, any brand, any condition.

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

The maximum combinable rebate amount may allow some combinability of the Trade-In and Save rebate amount and HP National Instant Rebates up to the maximum allowable rebate amount. For example, if the Trade-In and Save cash back allowance rebate amount is \$50 and there is a valid Instant Rebate on the eligible product sku of \$30, if the maximum allowable rebate amount is greater than the sum, then the customer will receive the sum of the two amounts - in this case, \$80 (\$30 at the time of purchase and \$50 through the Trade-In and Save program). "Instant rebates" are defined as, but not limited to, instant savings and product specific coupons.

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 for any exceptions).

HP PurchasEdge program points cannot be combined with HP Trade-In and Save cash back 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 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.

How is the money for the trade disbursed?

Once the product in question has been received and approved by Market Velocity cash-back checks and HP Access Cards (if eligible mailed separately), 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.

What is the HP Access Card, and how many will I receive?

One HP Access Card is given per unit traded to customers only claiming on their own behalf. A reseller claiming on behalf of the customer will not receive the access cards, nor will the customer. This HP Access Card contains offers up to \$1,000 in value and is mailed separately from the cash back check.

How can I learn more about HP Access?

To learn more about the HP Access, contact your local reseller or visit www.hp.com/go/hpaccess

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

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

What if I cannot receive a direct cash back allowance via check from HP, but I purchase direct from HP?

End user customers who purchase **directly** from HP, who are prohibited by law or contract from receiving a mail-in rebate, and are claiming on their own behalf, need to complete the online claims form at www.hp.com/go/tradeandsave In addition the end user customer must also contact the trade in program manager, nicole.barrett@hp.com, and inform her that they are an HP Direct customer and provide direct account number and contact information. Once the trade in unit is received and validated by Market Velocity Inc., claims will be processed and the rebate amount will be credited to the customer's purchase order. This process is specific to customers purchasing directly from HP only.

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.

<http://www.hp.com/go/tradeandsave1>

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

Resellers may submit claims on behalf of their end-user customer who are prohibited by law or contract from receiving a mail-in rebate. If the difference is higher than the cash back allowance for the promotion, the user will not be eligible for the cash back allowance, but will be given the option of free recycling and shipping for the older units.

- 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 the end-user customer agrees that the reseller, and not HP, is solely responsible for any negotiated sums exceeding HP's authorized trade-in values.

I am a reseller. What is the Big Deal Calculator and where can I find it?

If the customer is receiving Big Deal Pricing / Special Government pricing, then the Reseller has to confirm that there is further room to add any additional cash back allowance credits. If there is not room then this customer is still able to receive free recycling and free shipping for the older units. Resellers can check their big deal pricing using the "Big Deal Rebates Calculator" located at: <https://eclipse.ebus.hp.com/bd/jsp/login.jsp>

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.

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 or free shipping/recycling.

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. Please contact Nicole.barrett@hp.com for any exceptions.

What's the difference between the Trade-In and Save program and the Cash In Trade Up program?

The Cash In Trade Up program was designed to help customers take advantage of cost-effective printing and increased productivity with the newest additions to HP's industry-leading line of large-format printers. The Cash In Trade Up program provides customers the option of not returning your current large-format printer. The Trade-In and Save program was designed to help customers acquire new printers and scanners to take advantage of increased productivity and reduce the impact on the environment. To qualify for the product rebate the Trade-In and Save program requires customers to return their existing printer(s) and scanner(s). See Terms and Conditions for complete details.