

HP Trade-in and Save 2009

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 promotion run?

You may purchase or lease a select HP printer and save up to \$1,000 when you trade-in your old desktop laser / ink printer, any brand, any condition. Between January 1, 2009, and December 31, 2009 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 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, 2010, whichever occurs sooner. This promotion is valid in the Continental US only (continuous 48 states).

Which HP Trade-In and Save printers are eligible, and what are the cash-back amounts?

Product	Part #	Street	Cash Back Amount
P2035	CE461A	\$229.00	\$50.00
P2035n	CE462A	\$299.00	\$50.00
P2055dn	CE459A	\$399.00	\$50.00
P2055x	CE460A	\$499.00	\$50.00
CP2025n	CB494A	\$449.00	\$100.00
CP2025dn	CB495A	\$499.00	\$100.00
CP2025x	CB496A	\$599.00	\$100.00
M2727nf	CB532A	\$599.00	\$100.00
CM2320n	CC434A	\$599.00	\$100.00
CM2320nf	CC436A	\$699.00	\$100.00
CM2320fxi	CC435A	\$899.00	\$100.00
P3005	Q7812A	\$549.00	\$100.00
P3005d	Q7813A	\$649.00	\$100.00
P3005n	Q7814A	\$799.00	\$200.00
P3005dn	Q7815A	\$899.00	\$200.00
P3005x	Q7816A	\$999.00	\$200.00
CP3525n	CC469A	\$699.00	\$100.00
CP3525dn	CC470A	\$899.00	\$100.00
CP3525x	CC471A	\$1,299.00	\$300.00

P4014n	CB507A	\$899.00	\$100.00
P4014dn	CB512A	\$1,179.00	\$200.00
P4015n	CB509A	\$1,199.00	\$300.00
P4015tn	CB510A	\$1,449.00	\$400.00
P4015dn	CB526A	\$1,479.00	\$400.00
P4015x	CB511A	\$1,729.00	\$450.00
P4515n	CB514A	\$1,599.00	\$400.00
P4515tn	CB515A	\$1,849.00	\$450.00
P4515x	CB516A	\$2,129.00	\$500.00
CP4700n	Q7492A	\$1,349.00	\$400.00
CP4700dn	Q7493A	\$1,599.00	\$400.00
CP4700dtn	Q7494A	\$2,499.00	\$500.00
M3035	CC476A	\$1,599.00	\$400.00
M3035xs	CC477A	\$1,999.00	\$500.00
M4345	CB425A	\$2,599.00	\$500.00
M4345x	CB426A	\$3,699.00	\$700.00
M4345xs	CB427A	\$4,799.00	\$800.00
CM3530	CC519A	\$2,499.00	\$500.00
CM3530fs	CC520A	\$2,999.00	\$600.00
CM4730	CB480A	\$4,999.00	\$800.00
CM4730f	CB481A	\$5,299.00	\$850.00
CM4730fsk	CB482A	\$6,549.00	\$1,000.00

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

HP LaserJets/Color LaserJets and non-HP laser desktop printers and HP and non-HP inkjets qualify for the trade-in product, and in any condition.

How do I get my cash-back allowance?

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

1. Purchase an eligible HP LaserJet printer between January 1, 2009, and December 31, 2009. Go to www.hp.com/go/tradeandsave and complete an on-line claim form. Your claim must be submitted within 45 days of purchase invoice date or February 15, 2010, 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.
3. Fax in the following two documents: your proof of purchase (sales invoice) dated between January 1, 2009, and December 31, 2009, and your confirmation email to hptradesave@marketvelocity.com. Please write the serial number(s) of your new

printer(s) 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. Or 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, 2010, 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 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 17, 2010, whichever occurs first.
5. MVI receives shipment of eligible trade-in printer(s) and Proof of Purchase of eligible new printers with serial numbers and issues a check (if eligible) within 6-8 weeks from the date the trade-in for recycling printers were received, along with a Total Care Card. 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, 2010, whichever occurs sooner.

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

- The Trade-in Product(s) must be located in the U.S.

- HP will pay usual and customary shipping charges for shipping the Trade-in Product(s) as part of this promotion when its designated freight carrier is used.
- You must contact HP's designated freight 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 submit the online claim form or by March 2, 2009, whichever date occurs first, for the appropriate cash-back allowance.
- Trade-in products are any ink or laser – HP or competitive models – not floor standing. 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. calling 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 17, 2010, 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 an old desktop laser / ink printer, any brand, any condition.

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

This offer may not be combined with or stacked with other promotional offers or trade-in programs (except HP "Instant rebates" as defined below) and is open to U.S. residents, located in the continental U.S. only. HP "instant rebates" may be combined with this offer, however the "Trade-In and Save" rebate is the maximum allowable rebate. Additional monies for any Trade-In and Save transaction will be the "net" of the two rebates - the Trade-In and Save rebate minus the "instant rebate." "Instant rebates" are defined as, but

not limited to, instant savings, product specific coupons, product specific promotional pricing, and mail-in rebates. If the amount of the instant rebate is equal to or exceeds the "Trade-In and Save" rebate, the customer only receives the instant rebate and the Total Care Card if applicable. Customers will have to decide which rebate is most beneficial.

Can I purchase/lease and trade in multiple products?

Certainly, this is a one-for-one trade, with 400 printers as the maximum to trade-in.

How is the money for the trade disbursed?

Once the product in question has been received and approved by Market Velocity to Market Velocity—cash-back checks and HP Total Care Cards will be mailed within 6 weeks if eligible. 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 Total Care Access Card, and how many will I receive?

The HP Total Care Access Card if purchased is \$49.00, and offers a value of up to \$1000. It provides a portfolio of software and services that will help manage, grow, and protect your business in today's environment.

- To learn more about the HP Total Care Access Card, contact your local reseller or visit www.hp.com/go/totalcareaccess.

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.