

# HP DesignJet 4xxx Series Loyalty promotion



## Frequently Asked Questions

### 1. What should I do when I can't find my used product in the charts?

First, make sure your product is an eligible trade-in product listed on the terms and conditions PDF for the promotion. If you feel that your product is eligible and not listed in the charts, please contact customer service at [hpcustomerservice@marketvelocity.com](mailto:hpcustomerservice@marketvelocity.com) and they will assist you in filing your claim, if your product is eligible.

### 2. How long does the HP DesignJet 4xxx Series Loyalty promotion run?

#### Program overview

If you own a select eligible old HP DesignJet 4xxx series printer, trade it in and get a cash back mail-in rebate<sup>1</sup> when you purchase or lease a qualifying new HP DesignJet solution between December 1, 2016, and March 31, 2017.

- Own an HP DesignJet 4xxx series printer and purchase or lease one of the following qualifying new HP DesignJet solutions:
  - HP DesignJet T7200 42-inch Production Printer (F2L46A#B1K)
  - HP DesignJet T7200 42-inch Production Printer (F2L46A#B1K) and HP DesignJet PostScript®/PDF Upgrade Kit (CQ745B)<sup>2</sup>

**This promotion is a one-for-one trade only. You may trade in one eligible old large-format printer for a cash-back allowance towards the purchase or lease of one eligible new HP DesignJet solution. You must provide the serial number and return formatter board or motherboard of the eligible trade-in, large-format printer (You do not need to return the entire trade-in printer). See the chart for rebate and trade-in product details.**

Please make note, only trade ins of select eligible HP DesignJet printer(s) will be eligible within the framework of this promotion. Return of the formatter board or motherboard is required, you do not need to return the entire trade-in printer. Reference the chart below, for a full listing of all eligible purchase and trade in skus, along with corresponding rebate values.

In addition, on HP DesignJet printers when an eligible printer and an eligible HP Care Pack Service are purchased/leased together between December 1, 2016, and March 31, 2017, additional cash-back amounts are available. See the charts below for eligible printers and HP Care Pack Services corresponding cash-back amounts.

### 3. Which HP DesignJet printers and HP Care Pack Services are eligible, and what are the cash-back amounts?

Purchase/lease one of these eligible new printers between December 1 and March 31, 2017. See chart below.

#### HP DesignJet 4xxx Series Loyalty promotion

Trade in one of these eligible large-format printers:	Purchase or lease one of these eligible new HP DesignJet solutions from December 1, 2016– March 31, 2017:	Provide the following from your eligible trade-in, large-format printer:	Receive the following cash-back amount <sup>1</sup> :	Add an HP Care Pack (next business day onsite with DMR) from December 1, 2016– March 31, 2017, and receive an additional cash-back amount <sup>2</sup> :
<ul style="list-style-type: none"> <li>• HP DesignJet 4000 Printer</li> <li>• HP DesignJet 4000ps Printer</li> <li>• HP DesignJet 4020 42-inch Printer</li> <li>• HP DesignJet 4020ps 42-inch Printer</li> <li>• HP DesignJet 4500 Printer</li> <li>• HP DesignJet 4500ps Printer</li> <li>• HP DesignJet 4500 MFP</li> <li>• HP DesignJet 4520 42-inch Printer</li> <li>• HP DesignJet 4520 HD MFP</li> <li>• HP DesignJet 4520ps 42-inch Printer</li> </ul>	HP DesignJet T7200 42-inch Production Printer (F2L46A#B1K)	Serial number and return of formatter board or motherboard	\$2,000	\$72 (U1ZY3E, 3-year)
	HP DesignJet T7200 42-inch Production Printer (F2L46A#B1K) and HP DesignJet PostScript®/PDF Upgrade Kit (CQ745B) <sup>2</sup>	Serial number and return of formatter board or motherboard	\$3,000	\$72 (U1ZY3E, 3-year)

#### 4. How do I get my cash-back allowance?

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

1. **Purchase**— Trade-in a qualifying printer and purchase or lease a qualifying new DesignJet solution between December 1, 2016, and March 31, 2017:
  - Own an HP DesignJet 4xxx series printer and purchase or lease one of the following qualifying new HP DesignJet solutions:
    - HP DesignJet T7200 42-inch Production Printer (F2L46A#B1K)
    - HP DesignJet T7200 42-inch Production Printer (F2L46A#B1K) and HP DesignJet PostScript®/PDF Upgrade Kit (CQ745B)<sup>2</sup>

You must also provide the serial number and return formatter board or motherboard of the eligible trade-in, large-format printer (You do not need to return the entire trade-in printer). This promotion is a one-for-one trade only. You may trade in one eligible old large-format trade-in printer for a cash-back allowance towards the purchase or lease of one eligible new HP DesignJet solution. See the chart above for rebate and trade-in product details.

2. **Claim form**—Complete and submit the online claim form by April 30, 2017. Any claims received after this date will be rejected. After you submit your online claim, Market Velocity (MVI) will send a confirmation email with the claim number and instructions on your next step of the claim process. Please print and save for your records. Reference this claim number for questions relating to this promotion. You must supply the serial number and make/model of the eligible trade-in product during this claiming step.
3. **Proof of Purchase**—Fax in a copy of your confirmation email, your proof of purchase sales invoice(s) (or lease documents) and any HP Care Pack Services purchase to 1-770-217-4097 or email to [hpcustomerservice@marketvelocity.com](mailto:hpcustomerservice@marketvelocity.com). **This must be done by April 30, 2017. Last day to submit claim and proof of purchase is the same date which is April 30, 2017.** The invoice must show both printer and Care Pack purchase on the same invoice. 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(s) prior to submitting. Be sure to keep a copy of your entire claim for your records. You may also mail to:

Market Velocity, Inc.  
HP DesignJet Loyalty 4xxx Series promotion  
1305 Mall of Georgia Blvd. Suite 190  
Buford, GA 30519

The proof of purchase must contain the following information:

- Name and address of the end-user customer;
  - Name and address of the HP reseller, in accordance with the statement on the letterhead; and
  - Model, serial number and purchase price of the HP Product.
  - If Rebate is being passed on to End User upfront by HP Reseller, End User invoice must show line item detailing the rebate amount being deducted from printer price to arrive at **NET** printer price.
  - If invoice/lease date is after the promotional purchase period, order date to distributor must be within the promotional purchase period and that order date must be listed on the invoice/lease.
  - If further review is necessary, HP reserves the right to request the distributor invoice to ensure that the order was placed on behalf of the end-user customer within the promotional purchase period.
4. **Shipping trade-in product**—Within one (1) business day of validation of your Proof of Purchase, shipping instructions and a shipping label will be emailed to you for shipment of the formatter board or motherboard of your trade-in printer. You do not need to return the entire trade-in printer. The shipping instructions/label is valid until May 31, 2017.

For removal of the formatter board or motherboard, please contact your HP U.S. Authorized Reseller. In the alternative, you may get instructions for removal of the boards for HP products from Market Velocity, Inc.; for third-party products, please refer to the owners or service manual for that product. If using either of these alternative methods, **use extreme caution, switch off the product and remove the power cable before proceeding with removal of the formatter or motherboard.**

Trade-in product must be picked up by HP's designated freight carrier by May 31, 2017.

You also have the option of recycling your eligible trade-in, large-format printer through this promotion. When submitting your claim online you will have an option to select "Recycle my eligible trade-in printer" in the "Return Options" area. Your credit card will be billed \$325, and shipping instructions will be emailed to you.

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) for recycle are not shipped by May 31, 2017.

5. **Cash back**—Please allow eight (8) weeks from the time your trade-in claim is complete for receipt of your cash-back check. Completion of your claim includes pick up of your formatter board or motherboard of the trade-in printer(s), and receipt of your proof(s) of purchase/lease. For questions regarding the status of your submission, please contact the promotion help line at 1-866-525-4178 Monday–Friday between the hours of 8:00 a.m. and 8:00 p.m. Eastern Time. Once your claim is submitted, your purchase invoice received and validated, and your formatter board or motherboard of the trade-in printer(s) shipped allow eight (8) weeks to get your cash back check. If you have not received payment after eight (8) weeks, please contact customer service by calling 1-866-525-4178.

**5. What is the final submission date for my claim?**

All claims must be received by April 30, 2017.

**6. What is the final submission date for proof of purchase?**

Proof of purchased must be received by April 30, 2017.

**7. 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 formatter board or motherboard of the eligible trade-in, and large-format product as part of this promotion when its designated freight carrier is used.
- The shipping instructions are valid until May 31, 2017.
- The formatter board, motherboard or control panel of the eligible trade-in, large-format product(s) must be shipped by May 31, 2017.
- Trade-in product(s) must be able to be powered on. The trade-in product(s) must be complete and in good working condition. "Complete" means that the trade-in product(s) will include, at a minimum, all hardware, software and component parts and copies of all applicable license(s) needed for the trade-in product(s) to operate. "Powered on" means that, at a minimum, all parts of the trade-in product(s) will be capable of being turned on.
- Formatter board or motherboard of the eligible trade-in, large-format product(s) will be recycled.

**8. I'm having trouble with my online claim form. How can I get a PDF version?**

To get a manual claim form, please contact the promotion help line at 1-866-525-4178 Monday–Friday between 8 a.m. and 8 p.m. Eastern Time.

**9. How easy is it to fill out the claim form?**

It's very easy. It takes about five minutes.

**10. What is the final pick-up date for trading in my product(s)?**

The formatter board or motherboard of the trade-in printer(s) must be picked up by May 31, 2017.

**11. 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.

**12. What if one of my eligible HP DesignJet trade-in product(s) is damaged? Do I still get a cash-back amount?**

No.

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

By all means, your reseller can assist you.

**14. Can I combine HP DesignJet 4xxx Series Loyalty promotion with another offer?**

This offer may only be combined with the HP Instant Rebates promotion and may not be combined with HP discount offers such as education rebates, big deal pricing, volume discounts, letter of intent offers and trade show specials. The Program is not valid if the HP Products are rented or leased to a third party including but not limited to Facilities Managed placement arrangements.

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

Certainly, this is a one-for-one trade only. There is no limit to the number of purchases/leases and trade-ins you can make.

**16. Are there any other limitations?**

Please see the HP DesignJet 4xxx Series Loyalty promotion Terms and Conditions PDF for a list of all promotion details and limitations.

**17. If I have questions about the HP DesignJet 4xxx Series Loyalty promotion, my claim or my cash-back allowance, who do I contact?**

Please contact customer service or call Market Velocity at 1-866-525-4178 Monday–Friday between 8:00 a.m. and 8:00 p.m. Eastern Time.

**18. Once I have purchased/leased my HP Care Pack Service, 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 emailed to you by HP. (Upon order placement, be SURE to include the desired email address of the person you'd like your information sent to).

**19. Where can I find a local reseller to purchase/lease my eligible new HP DesignJet printer(s) and HP Care Pack Services?**

To find a local HP U.S. Authorized Reseller, please visit the **U.S. partner locator**.

**20. Where do I go if I want to buy an eligible new HP DesignJet printer and HP Care Pack Services from HP online?**

To buy online from HP, please visit the **Small and Medium Business store**.

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1 Purchase/lease must be made from HP or through HP U.S. Authorized Resellers. U.S. residents only. Cash back provided by mail-in rebate available for eligible purchases made December 1, 2016–March 31, 2017. All claims and proof of purchase must be submitted by April 30, 2017. The formatter board or motherboard must be shipped by May 31, 2017. HP large-format printers eligible for this promotion are subject to change. Offer is subject to product availability; promotion valid while supplies last. Additional restrictions apply. Void where prohibited, taxed or restricted by law. For qualifying product options, terms and conditions, and claim form, visit [hp.com/go/designjetloyalty](http://hp.com/go/designjetloyalty). HP also reserves the right to modify or cancel this offer at any time without notice.

2 The HP DesignJet T7200 42-inch Production Printer and the HP DesignJet PostScript®/PDF Upgrade Kit must be purchased and submitted on the same invoice to be eligible for this offer.

3 The qualifying HP DesignJet printer and associated qualifying HP Care Pack need to be purchased together.

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