

HP DesignJet

Cash In & Trade Up Canada



Frequently Asked Questions

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

First, make sure your product is an eligible upgrade product listed in the terms PDF for the promotion. If you feel that your product is eligible and not listed in the chart, please contact customer service via email at hprebatesupport@email-360insights.com and they will assist you in filing your claim.

2. How long does the HP Cash In & Trade Up October-December 2024 promotion run?

Purchase or lease an eligible HP DesignJet printer between October 1, 2024 and December 31, 2024. All claims must be submitted, and proof of purchase received by January 31, 2025. NOTE: You must submit your claim and proof of purchase by January 31, 2025. Each claim must be accompanied by proof of purchase. Failure to attach will result in claim rejection.

Program Overview

Get cash back¹ when you upgrade and purchase, lease, or contractually place a qualifying new HP DesignJet product between October 1, 2024 and December 31, 2024. Rebate values are determined by the new printer purchased or leased. See the chart on the next page for rebate and Trade-in Product details.

To arrange for the recycling of the Trade-in printer, visit <https://bit.ly/46KmtGR> or discuss recycling options with your HP Canada Authorized Reseller.

3. Which HP DesignJet printers are eligible, and what are the cash back amounts?

Purchase/lease one of these eligible new printers between October 1, 2024 and December 31, 2024. See the chart.

Eligible new HP DesignJet Printers:	Eligible cash back amount:
HP DesignJet XL Printer Promotions	Inkjet / LED
DJ XL 3600dr 36" MFP - 90day (6KD26A#B1K/6KD26F#B1K)	\$1,300 / \$2,000
DJ XL 3800 36" MFP - 90day (7QR88A#B1K/7QR88F#B1K)	\$1,300 / \$1,300
HP DesignJet Printer Promotions	Inkjet / LED
Z9+ PRO 64" (2RM82A#B1K/2RM82F#B1K)	\$2,000 / \$2,000
T2600dr 36" PS (3EK15A#B1K/3EK15F#B1K)	\$850 / \$850
T2600 36" PS (3XB78A#B1K/3XB78F#B1K)	\$850 / \$850
T1600dr 36" PS (3EK13A#B1K/3EK13F#B1K)	\$850 / \$850
T1600 36" PS (3EK11A#B1K/3EK11F#B1K)	\$850 / \$850

Eligible trade-in products based on Inkjet Technology:

- Any Epson, ENCAD, Mutoh, Seiko, with 36-inch or greater technical, graphics, MFP, or copier
- Any Canon iPF Series with 36-inch or greater technical, graphics, MFP, or copier
- Any Canon/OCE Colorwave 300, 9x0 Series with 36-inc or greater technical, graphics, MFP, or copier
- Any Ricoh CW22xx Series with 36-inch or greater technical, graphics, MFP, or copier
- Any Xerox IPJ 2000 Series with 36-inch or greater technical, graphics, MFP, or copier
- HP DesignJet 200/220/230/250 36-inch or 42-inch series printer (24-inch series printers not eligible)
- HP DesignJet 300/350 series printer
- HP DesignJet 430/450/455/488 series printer
- HP DesignJet 500/500ps/510 42-inch series printer
- HP DesignJet T520/T525/T530 36-inch series printer
- HP DesignJet 600/610/650c series printer
- HP DesignJet T610/T620 series printer
- HP DesignJet 700/750/755 series printer
- HP DesignJet T730 printer
- HP DesignJet T770 series printer
- HP DesignJet T790/T795 series printer
- HP DesignJet 800/800ps 42-inch series printer
- HP DesignJet 815MFP/820MFP series printer
- HP DesignJet T920/T930 series printer
- HP DesignJet 1050/1055 series printer
- HP DesignJet T1100/T1100ps/T1120/T1120ps series printer
- HP DesignJet T1100MFP/T1120MFP series printer
- HP DesignJet T1200 series printer
- HP DesignJet T1200 HD MFP series printer
- HP DesignJet T1300 series printer
- HP DesignJet T1500/T1530 series printer
- HP DesignJet T2300 series printer
- HP DesignJet T2500 MFP/T2530 MFP series printer
- HP DesignJet T3500 36-inch series printer
- HP DesignJet 4000/4000ps/4500/4500ps series printer
- HP DesignJet 4020/4520 series printer
- HP DesignJet 4500 MFP/4520 MFP series printer
- HP DesignJet T7100 series printer
- HP DesignJet T7200 Production Printer
- HP DesignJet 2000cp/2500cp/2800cp series printer
- HP DesignJet Z2100 series printer
- HP DesignJet Z2600 PostScript® Printer
- HP DesignJet 3000cp/3500cp/3800cp series printer
- HP DesignJet Z3100/Z3100ps series printer
- HP DesignJet Z3200 series printer
- HP DesignJet 5000/5000ps/5500/5500ps series printer
- HP DesignJet Z5200 PostScript® Photo series printer
- HP DesignJet Z5400 PostScript® series printer
- HP DesignJet Z5600 PostScript® Printer
- HP DesignJet Z6100/26100ps Photo series printer
- HP DesignJet Z6200 Photo series printer
- HP DesignJet Z6600/Z6610 Production series printer
- HP DesignJet Z6800/Z6810 Photo Production series printer
- HP DesignJet SD Pro MFP series printer
- HP DesignJet HD Pro MFP series printer

Eligible trade-in products based on LED Technology:

- Any KIP 6xx, 7xx, 8xx or 9xx Series, with 36-inch or greater technical, graphics, MFP or copier with LED or Laser Technology
- Any KIP 71xx, 77xx, C79xx/79xx or 99xx Series, with 36-inch or greater technical, graphics, MFP or copier with LED or Laser Technology
- Any Ricoh MP Series, AFICIO MP Series or IMAGIO MP Series, with 36-inch or greater technical, graphics, MFP or copier with LED or Laser Technology
- Any OCE/Canon Plotwave Series, with 36-inch or greater technical, graphics, MFP or copier with LED or Laser Technology
- Any OCE/Canon Colorwave 5x0, 6x0, 700, 3x00 Series with 36-inch or greater technical, graphics, MFP, or copier
- Any OCE/Canon TDS Series, with 36-inch or greater technical, graphics, MFP or copier with LED or Laser Technology
- Any Xerox 62xx or 66xx Series, with 36-inch or greater technical, graphics, MFP or copier with LED or Laser Technology
- Any Kyocera, with 36-inch or greater technical, graphics, MFP or copier with LED or Laser Technology.
- Any OKI LP Series or Teriostar LP Series, with 36-inch or greater technical, graphics, MFP or copier with LED or Laser Technology

4. How do I get my cash back¹ allowance?

To get your cash back amount¹, follow these steps:

IMPORTANT: Each claim must be accompanied by proof of purchase. Failure to attach will result in claim rejection.

- **Purchase:** Purchase/lease, or contractually deploy a qualifying new HP product within the defined promotional period. Each claim must have a corresponding approved Trade-in unit to receive the eligible rebate amount. Rebate values are determined by the new printer purchased or leased. See the “Qualifying new HP Products and Eligible Trade-in Products” chart for rebate and Trade-in Product details.
- **Claim form:** All claims must be submitted online at: hp.com/ca/cashin. Complete and submit the online claim form by January 31, 2025. You must upload your proof of purchase (as defined below) at the time of claim submittal. Any claims received after this date will be rejected. After you submit your online claim, 360insights will send a confirmation email after review with the claim number and other information related to your claim. Please print and save for your records. Reference this claim number for questions relating to this promotion.
- **Proof of purchase:** A copy of your sales invoices/s (or lease or contractual deployment documents) showing eligible purchase of an HP Product.

The proof of purchase must contain the following information:

- a. Name and address of the end-user customer.
- b. Name and address of the HP Reseller, in accordance with the statement on the letterhead; and Model, serial number, and the purchase price of the HP Product.
- c. If Rebate is being passed on to end-user customer upfront by HP Reseller, end-user customer invoice must show a line-item detailing Cash In & Trade Up rebate amount being deducted from printer price to arrive at net printer price.
- d. 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.
- e. If the serial number(s) of your eligible new HP Product(s) is not listed on your proof of purchase(s), please write the serial number(s) of your eligible HP Product(s) on the document prior to submitting it.
 - f. You must supply the serial number and make/model of the Eligible Trade-in Product during this claiming step as part of the proof of purchase.
 - g. Keep a copy of your entire claim for your records.

Important note: Last day to submit a claim and proof of purchase is January 31, 2025. Each claim must be accompanied by proof of purchase. Failure to attach will result in claim rejection.

Cash back: Please allow eight (8) weeks from claim completion email for receipt of your cash back payment. For questions regarding the status of your submission, please email hprebatesupport@email-360insights.com.

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

All claims must be received by January 31, 2025. Any claims received after this date will be rejected. Each claim must be accompanied by proof of purchase. Failure to attach will result in claim rejection.

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

Claims and proof of purchase must be received by January 31, 2025. You must upload your proof of purchase at the time of claim submittal.

7. What are the requirements of the Trade-in Product?

- The Trade-in Product(s) must be located in Canada.
- 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.

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

It is easy and takes up to five minutes.

9. Where can I find the serial number for my purchase/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.

10. What if one of my Eligible Trade-in Product(s) is damaged? Do I still get a cash back amount?

No.

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

By all means, your reseller can assist you.

12. Can I combine HP Cash In & Trade Up October-December 2024 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 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.

13. 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.

14. Are there any other limitations?

Please see the HP Cash In & Trade Up October-December 2024 Terms PDF for a list of all promotion details and limitations.

15. If I have questions about the HP Cash In & Trade Up October-December 2024 promotion, my claim, or my cashback, who do I contact?

Please contact customer service via email at hprebatesupport@email-360insights.com.

16. Where can I find a local reseller to purchase/lease my eligible new HP DesignJet printer(s)?

To find a local HP Canada Authorized Reseller, please visit the [contact us page](#) or call 1-866-828-3649.

17. Where do I go if I want to buy an eligible new HP DesignJet printer from HP online?

To buy online from HP, please visit the [Small and Medium Business store](#).

1. Purchase/lease must be made from HP or through an HP Canada Authorized Reseller that has an established HP partner agreement and who is authorized by the HP Canada Qualified Print Program. Cash back provided by mail-in rebate, available for eligible purchases made October 1, 2024 and December 31, 2024. All claims and proof of purchase must be submitted by January 31, 2025. Offer is subject to product availability; promotion valid until supplies last. Additional restrictions apply. Void where prohibited, taxed or restricted by law. For claim form, visit hp.com/ca/cashin. HP also reserves the right to modify or cancel this offer at any time without notice.

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