

# HP DesignJet Cash In & Trade Up October 2019 promotion—DJS



## 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 via email at [hpsupport@perks.zendesk.com](mailto:hpsupport@perks.zendesk.com) and they will assist you in filing your claim, if your product is eligible.

### 2. How long does the HP Cash In & Trade Up October 2019 promotion run?

Purchase or lease an eligible HP DesignJet printer between October 1, 2019, and October 31, 2019. All claims must be submitted and the proof of purchase received by November 30, 2019. **NOTE: You must submit your claim and proof of purchase by November 30, 2019. Each claim must be accompanied by the proof of purchase. Failure to attach will result in claim rejection.**

### 3. Which HP DesignJet printers are eligible, and what are the cash-back amounts<sup>1</sup>?

Purchase/lease one of these eligible new printers between October 1, 2019, and October 31, 2019:

Trade in one of these eligible large-format products:	Purchase/lease an eligible new printer from October 1–October 31, 2019:	Provide the following from your eligible trade-in, large-format product or copier:	Receive the following cash-back amount <sup>1</sup> :	
<ul style="list-style-type: none"> <li>• Any Canon, ENCAD, Epson, KIP, OCE, Seiko, Ricoh or Xerox 36-inch or greater technical, graphics or LED printer, MFP or copier</li> <li>• HP DesignJet 200/220/230/250 series printer</li> <li>• HP DesignJet 330/350 series printer</li> <li>• HP DesignJet 430/450/455/488 series printer</li> <li>• HP DesignJet 500/500ps/510 series printer</li> <li>• HP DesignJet T520 36-inch Printer</li> <li>• HP DesignJet 600/610/650c series printer</li> <li>• HP DesignJet T610/T620 series printer</li> <li>• HP DesignJet 700/750/755 series printer</li> <li>• HP DesignJet T730 Printer</li> <li>• HP DesignJet T770 series printer</li> <li>• HP DesignJet T790/T795 series printer</li> <li>• HP DesignJet 800/800ps series printer</li> <li>• HP DesignJet 815MFP/820MFP series printer</li> <li>• HP DesignJet T920 series ePrinter</li> <li>• HP DesignJet 1050/1055 series printer</li> <li>• HP DesignJet T1100/T1100ps/T1120/T1120ps series printer</li> <li>• HP DesignJet T1100MFP/T1120MFP series printer</li> <li>• HP DesignJet T1200 series printer</li> <li>• HP DesignJet T1200 HD Multifunction Printer</li> <li>• HP DesignJet T1300 series printer</li> <li>• HP DesignJet T1500 series ePrinter</li> <li>• HP DesignJet T2300 series printer</li> <li>• HP DesignJet T2500 Multifunction series printer</li> <li>• HP DesignJet 4000/4000ps/4500/4500ps series printer</li> <li>• HP DesignJet 4020/4520 series printer</li> <li>• HP DesignJet 4520MFP series printer</li> <li>• HP DesignJet T7100 series printer</li> <li>• HP DesignJet T7200 Production Printer</li> <li>• HP DesignJet 2000cp/2500cp/2800cp series printer</li> <li>• HP DesignJet Z2100 series printer</li> <li>• HP DesignJet Z2600 PostScript® Printer</li> <li>• HP DesignJet 3000cp/3500cp/3800cp series printer</li> <li>• HP DesignJet Z3100/Z3100ps series printer</li> <li>• HP DesignJet Z3200 series printer</li> <li>• HP DesignJet 5000/5000ps/5500/5500ps series printer</li> <li>• HP DesignJet Z5200 PostScript® Photo Printer</li> <li>• HP DesignJet Z5400 PostScript® ePrinter</li> <li>• HP DesignJet Z5600 PostScript® Printer</li> <li>• HP DesignJet Z6100/Z6100ps Photo series printer</li> <li>• HP DesignJet Z6200 Photo series printer</li> <li>• HP DesignJet Z6600 Production Printer</li> <li>• HP DesignJet Z6800 Photo Production Printer</li> </ul>	HP DesignJet T830 36-inch Multifunction Printer (F9A30A#B1K)	Serial number and return of formatter board or motherboard	\$750	
		HP DesignJet T3500 36-inch Production Multifunction Printer 3-year with PostScript® Upgrade Bundle (B9E24B#B11)	Serial number and return of formatter board or motherboard	\$1,500
		HP DesignJet Z6 44-inch PostScript® Printer (T8W16A#B1K)	Serial number and return of formatter board or motherboard	\$750
		HP DesignJet Z6dr 44-inch PostScript® Printer with Vertical Trimmer (T8W18A#B1K)	Serial number and return of formatter board or motherboard	\$750
		HP DesignJet Z9+dr 44-inch PostScript® Printer with Vertical Trimmer (X9D24A#B1K)	Serial number and return of formatter board or motherboard	\$750
		BUNDLE: HP DesignJet Z6810 42-inch Production Printer with the HP DesignJet 42-inch Take-up Reel (ZQU12A#B1K and CQ752A) <sup>2</sup>	Serial number and return of formatter board or motherboard	\$2,500

### 4. How do I get my cash-back<sup>1</sup> allowance?

To get your cash-back amount<sup>1</sup>, follow these steps:

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

- I. **Purchase**—Purchase or lease a qualifying new HP DesignJet T830 36-inch Multifunction Printer, HP DesignJet T3500 36-inch Production Multifunction Printer 3-year with PostScript® Upgrade Bundle, HP DesignJet Z6 44-inch PostScript® Printer, HP DesignJet Z6dr 44-inch PostScript® Printer with Vertical Trimmer, HP DesignJet Z9+dr 44-inch PostScript® Printer with Vertical Trimmer, or **BUNDLE:** HP DesignJet Z6810 42-inch Production Printer with the HP DesignJet 42-inch Take-up Reel<sup>2</sup> between October 1, 2019, and October 31, 2019. Rebate values are determined by the new printer purchased or leased. You will be required to return the formatter board, motherboard or control panel from your old, eligible printer or copier. You do not need to return the entire trade-in product. See the chart for rebate and trade-in product details.
- II. **Claim form**—Complete and submit the online claim form (visit: [www.hp.com/go/cashinDJSPremium](http://www.hp.com/go/cashinDJSPremium)) by November 30, 2019. You must upload your proof of purchase at time of claim submittal. Any claims received after this date will be rejected. After you submit your online claim, Perks Worldwide (Perks WW) 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. You must supply the serial number and make/model of the eligible trade-in product during this claiming step.
- III. **Proof of Purchase**—Please attach to your claim a copy of your purchase invoice (no hand-written invoices will be accepted). The invoice 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 customer upfront by HP Reseller, end-user customer invoice or lease must show line item detailing Cash In & Trade Up 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.
- IV. **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, motherboard or control panel. You do not need to return the entire trade-in printer. The shipping instructions/label is valid until December 31, 2019.

For removal of the formatter board or motherboard, please contact your HP U.S. Authorized Reseller. In the alternative. 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 December 31, 2019.

After the return of the mother board, formatter board or control panel, you may recycle your eligible trade-in, large-format printer through HP by visiting [hp.com/recycling](http://hp.com/recycling) or discussing recycling options with your HP U.S. Authorized Reseller.

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 December 31, 2019.

- V. **Cash back**—Please allow twelve (12) 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 Trade-in Product(s) (if you are trading one in), and receipt of your proof(s) of purchase/lease. For questions regarding the status of your submission, please email [hpsupport@perks.zendesk.com](mailto:hpsupport@perks.zendesk.com). Once your claim is submitted, your purchase invoice received and validated, and your trade-in formatter board, motherboard or control panel shipped allow twelve (12) weeks to get your cash back check. If you have not received payment after twelve (12) weeks, please contact customer service via email at [hpsupport@perks.zendesk.com](mailto:hpsupport@perks.zendesk.com).

## 5. I am a HP DesignJet Specialist Premium VAR (DJS) Reseller, what is my responsibility to receive an additional \$100 to recycle and remove my customer's equipment?

When a customer purchases or leases a qualifying new HP DesignJet T830 36-inch Multifunction Printer, HP DesignJet T3500 36-inch Production Multifunction Printer 3-year with PostScript® Upgrade Bundle, HP DesignJet Z6 44-inch PostScript® Printer, HP DesignJet Z6dr 44-inch PostScript® Printer with Vertical Trimmer, HP DesignJet Z9+dr 44-inch PostScript® Printer with Vertical Trimmer, or **BUNDLE:** HP DesignJet Z6810 42-inch Production Printer with the HP DesignJet 42-inch Take-up Reel<sup>2</sup>, you will be required during the claiming process to acknowledge that you have received a customer's formatter board or motherboard of the eligible trade-in, large-format printer, or control panel of the eligible trade-in, large-format copier and have properly recycled them in order to get both the cash back rebate and \$100 recycling allowance.

By accepting this you acknowledge that you have received a customer's eligible trade-in product's formatter board, motherboard or control panel and have properly recycled them. In addition, you acknowledge that you will make the end user aware of HP's Plant Partners recycling program and service including leaving customer materials to engage in capturing and recycling used ink cartridges and printheads.

HP DesignJet CP ink system cartridges should be recycled in accordance with standard conventions. All other HP branded ink cartridges need to be returned to HP. For details go to: [http://h30248.www3.hp.com/recycle/supplies/ink\\_page.asp](http://h30248.www3.hp.com/recycle/supplies/ink_page.asp)

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

All claims must be received by November 30, 2019.

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

Proof of purchase must be received by November 30, 2019. You can upload your proof of purchase at time of claim submittal.

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

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

**9. 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.

**10. What if one of my trade-in products 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 2019 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 and volume discounts, letter of intent offers or 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. I have HP branded ink, where do I return it?**

Ink delivery components and HP DesignJet CP ink system cartridges should be recycled in accordance with standard conventions.

All other HP branded ink cartridges need to be returned to HP. For details go to: [http://h30248.www3.hp.com/recycle/supplies/ink\\_page.asp](http://h30248.www3.hp.com/recycle/supplies/ink_page.asp)

**14. 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.

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

Please see the HP Cash In & Trade Up October 2019 Terms and conditions PDF for a list of all promotion details and limitations.

**16. If I have questions about the HP Cash In & Trade Up October 2019 promotion, my claim or my cash-back allowance, who do I contact?**

Please contact customer service via email at [hpsupport@perks.zendesk.com](mailto:hpsupport@perks.zendesk.com).

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<sup>1</sup> Purchase/lease must be made from HP or through an HP U.S. Authorized Reseller that has an established HP partner Agreement and who is authorized in the HP U.S. Qualified Print Program. Cash back provided by mail-in rebate available for eligible purchases made October 1, 2019–October 31, 2019. All claims and proof of purchase must be submitted by November 30, 2019. The formatter board, motherboard or control panel must be recycled. Offer is subject to product availability; promotion valid while supplies last. Additional restrictions apply. Void where prohibited, taxed or restricted by law. For claim form, visit [hp.com/go/cashinDJSPremium](http://hp.com/go/cashinDJSPremium). HP also reserves the right to modify or cancel this offer at any time without notice.

<sup>2</sup> The HP DesignJet Z6810 42-inch Production Printer and the HP DesignJet 42-inch Take-up Reel must be on the same invoice.

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