



# HP Officejet X Series Money-back Guarantee Promotion

Frequently Asked Questions (Canada)

## 1. How long does the HP Officejet X Series Money-back Guarantee Promotion run?

Between November 1, 2015 and April 30, 2016 purchase a new HP Officejet X, complete the on-line registration within 21 days of the new purchase, and upload your proof of purchase. You will receive a confirmation email that you have registered, and you will need to keep this for your records. You will now have up to 90 days from date of purchase to return your new Officejet X if not fully satisfied. Purchases and invoices dated prior to or after this timeframe will not be eligible for this promotion.

## 2. What countries are included in the promotion?

This promotion is valid in Canada only.

## 3. What products are part of the HP Officejet X Series Money-back Guarantee Promotion?

### HP Officejet Pro X Models:

Product Name	HP Part #
HP Officejet Pro X451dn Printer	CN459A#B1H
HP Officejet Pro X451dw Printer	CN463A#B1H
HP Officejet Pro X551dw Printer	CV037A#B1H
HP Officejet Pro X476dn MFP	CN460A#B1H
HP Officejet Pro X476dw MFP	CN461A#B1H
HP Officejet Pro X576dw MFP	CN598A#B1H

### HP Officejet Enterprise X Models:

Product Name	HP Part #
HP Officejet Enterprise X555xh	C2S12A#BGJ
HP Officejet Enterprise X585z	B5L06A#BGJ
HP Officejet Enterprise X585dn	B5L04A#BGJ
HP Officejet Enterprise X555dn	C2S11A#BGJ
HP Officejet Enterprise X585f	B5L05A#BGJ

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

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

1. Purchase a select HP Officejet X printer between November 1, 2015 and April 30, 2016.
2. Registration of the new HP Officejet X is required in order to participate, and must be done within 21 days of the purchase. Go to [www.hp.ca/moneyback](http://www.hp.ca/moneyback) to complete the on-line registration. Purchases and invoices dated prior to or after this timeframe will not be eligible for this promotion
  - At the time of registration it is required to upload the proof of purchase electronically during the process. If the proof of purchase is not uploaded electronically it will not be possible to finalize the registration request.
  - After the registration is complete you will receive a confirmation email. Keep this email for your records in case you want to return your HP Officejet X within 90 days of purchase. Reference the claim number for all questions relating to this promotion.
3. Return of the HP Officejet X if needed requires the customer to open the confirmation email and click on the link.
  - The customer will be required to provide customer details, shipping address for product pick up, mailing address, and upload proof of purchase again.
  - Once complete the customer will receive via email within one (1) business day of validating proof of purchase, shipping instructions and shipping label / placard for the return of the Officejet X product. The shipping instructions / label are valid for thirty (30) days from the issue date. The product must be shipped within 30 days of receipt of the shipping instructions or by August 31, 2016, whichever occurs first.
  - The product must be returned complete and undamaged in the original packaging and with all original accessories (including ink cartridge/toner cartridges in the instance of printers, other detachable parts, manuals, network adapter, cds, cables, etc.) to us.
  - After the product has arrived at HP, payment is made by cheque within 6-8 weeks exclusively to the end customer's account. The refund prices stated by Hewlett Packard apply to operational products only. If payment has not been received after 8 weeks of shipment, please contact Customer Service by calling 1-888-593-3835 or email [hpcustomerservice@marketvelocity.com](mailto:hpcustomerservice@marketvelocity.com)
  - The purchase price listed on the invoice will be paid, but no more than the unbinding HP recommended price at the time of sale. HP will only pay this amount. Other hardware, software and services are excluded from the reimbursement. Other costs are not reimbursed and cannot be claimed by HP.
  - 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 product(s) that are not shipped within the 30 day limit.

## **5. How many days do I have to register my product(s)?**

All new HP Officejet X products must be registered at [www.hp.ca/moneyback](http://www.hp.ca/moneyback) within 21 days of purchase.

## **6. What is the final date to return my new HP Officejet X if I am not fully satisfied?**

Once the return claim is complete the customer will receive via email within one (1) business day of validating the proof of purchase, shipping instructions and shipping label / placard for the return of the Officejet X product. The shipping instructions / label are valid for thirty (30) days from the issue date. The product must be shipped within 30 days of receipt of the shipping instructions or by August 31, 2016, whichever occurs first.

## **7. How does the return process work (if applicable)?**

- HP will pay usual and customary shipping charges for shipping the Officejet X product as part of this promotion when its designated shipping carrier is used. 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 Officejet X Product(s) must be picked up within thirty (30) days from the date you receive your shipping instructions email or by August 31, 2016, whichever date occurs first, for the appropriate cash-back allowance.

## **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 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. Can I combine HP Officejet X Series Money-back Guarantee Promotion with another offer?**

This offer MAY be combined with IPS and LES National Programs. HP PurchasEdge program points cannot be combined with HP Officejet X Series Money-back Guarantee Promotion.

For the HP Officejet Pro X products only, in the event this offer is combined with any offer that includes free printers, the rebate value will be calculated by dividing the total purchase price paid to HP for all printers by the total number of printers received. (Example: If you buy 1 HP Officejet Pro X printer at a purchase price of \$500 and get 1 free under a Buy One Get One Free offer, you will then have 2 printers and will have paid \$500, so the value of each printer for the Money-back Guarantee rebate is \$250 ( $500 \div 2 = 250$ ). This means that if you register one of the two printers and then return it under this Money-back Guarantee offer but keep the other printer, the rebate HP will send you will be \$250 per the promotions combined.)

**11. Are there a maximum number of products I can purchase?**

No.

**12. How is the money for the promotion disbursed?**

Once the product in question has been received and approved cash-back cheques will be mailed within 6-8 weeks. If you have not received your cheque 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.

**13. If I have questions about the HP Officejet X Series Money-back Guarantee Promotion, my claim or my cash-back allowance, whom do I contact?**

Please contact customer service or call Market Velocity at 1-888-593-3835.

**14. 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 [www.hp.ca/moneyback1](http://www.hp.ca/moneyback1).

**15. Is Managed Print Services available for this Program?**

No, it is not.

**16. Do I need to keep my original box, in case I want to return my product?**

Yes, the original box is necessary in order to ship the product back, and receive the full money back guarantee.