



HP Officejet X Series

Money-back Guarantee Promotion

Terms and Conditions (Canada)

Purchase a new eligible HP Officejet X printer and you will have a 90 day money-back guarantee if you are dissatisfied with the new purchased product. This offer applies exclusively to the eligible Officejet X printer products listed below ("Eligible Products") that are purchased between November 1, 2015 and April 30, 2016. Registration of the new HP Officejet X is required in order to participate, and must be done within 21 days of the purchase. Simply complete the on-line registration, upload proof of purchase of an eligible product and enjoy your new HP Officejet X printer for 90 days. Purchases made, and invoices dated, prior to or after this timeframe will not be eligible for this promotion.

Program rules and requirements

- Customer must register the Eligible Product within 21 days of purchase.
- Customer has ninety (90) days from date of purchase to request a return for a rebate of purchase price.
- Only one cash back rebate may be claimed per new product purchased by the end user. The company or individual accepting these program Terms and Conditions must be the one registering the product and is the "Cash Back Designee". The rebate cheque will be made out to the Cash Back Designee only and must match the purchaser's name on the proof of purchase invoice.
- Only End User customers can participate in the Promotion.
- Lease products do not qualify and are not eligible to participate in the Promotion
- Managed Print Services is NOT eligible for this promotion.
- This promotion is available to Canadian Customers only.
- The HP Officejet X Series Money-back Guarantee Promotion is available only for the purchase of eligible new printers directly from HP or through authorized HP resellers.
- The promotion is not valid on refurbished printers, reseller demo units or printers purchased/leased through Internet auctions, or products purchased from any other unauthorized reseller of HP products. Purchase of Eligible Products must be from HP Canada or an HP Canada authorized reseller.
- HP only accepts complete and undamaged returns in their original packaging.
- No rebate shall be made without the original packaging with all original accessories (including ink cartridge/toner cartridges in the instance of printers, other detachable parts, manuals, network adapter, cd's, cables, etc.). See Return (section 3) of Program Steps and Timing.

Eligible Purchase products Product Name Part

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

Combining with special pricing or other promotions

This offer may be combined with IPS or LES National programs.

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.)

Government or Education involvement:

- Government customers are legally identified Federal, Provincial, or Local government organizations within Canada. Cash back rebate cheques will be issued in the name of the government organization only, in the event a Government Customer is claiming on their own behalf.
- Education customers are higher education institutions and schools (K-12), both public and private, within Canada. Cash back rebate cheques will be issued in the name of the educational institution only, in the event an Education customer is claiming on their own behalf.

Program steps and timing

- Purchase** an eligible HP Officejet X printer between November 1, 2015 and April 30, 2016.
- 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 to complete the on-line

registration. Purchases and invoices dated prior to or after this timeframe will not be eligible for this promotion

- a. At the time of registration you are 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.
 - b. After the registration is complete you will receive a confirmation email. Keep this email for your records; you will need it in the event you would like 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 provided.
- a. The customer will be required to provide customer details, shipping address for product pick up, mailing address, and upload proof of purchase again.
 - b. Once 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 is 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.
 - c. 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.
 - d. After the product has arrived at HP, payment is made by cheque within 6-8 weeks. The rebate 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
 - e. Subject to the exception note above in the section titled "Combining with special pricing or other promotions", HP will pay the Customer a rebate equivalent to the purchase price listed on the invoice, 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.
 - f. 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.

Pickup and delivery

- The return products must be located in Canada only.
- The person(s) shipping the product back is responsible for ensuring the shipment meets all transportation safety standards.
- The customer is responsible for the de-installation of the product.
- 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.

- All ink and toner cartridges 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 Officejet X product, but they must be wrapped and bagged separately.
- To ensure you receive the money back guarantee amount, it is very important to properly package your printer following these packing instructions:
 1. Package the item(s) in an original box.
 2. Shipping tape that is 2-3 inches wide should be used. We do not recommend using masking or cellophane tape. Tape all edges on the sides, top and bottom to make sure there are no rough edges that could be snagged by automated mail processing equipment.
 3. Attach the prepaid shipping label to the outside of the package. Use a piece of clear shipping tape over the top of the label. It is important to use our shipping label, as it will be used to expedite tracking, identification and increase the speed of your return.

Receipt and validation of Officejet X Series Money-back Guarantee

- HP reserves the right to delay payment, and/or review all claims that require investigation due to suspicious activity.
- All products returned as part of this program are sent to an HP approved vendor. HP is not responsible for any data that may still reside on a machine. If applicable, the customer should take necessary precautions to clear any sensitive information from devices.
- You agree to remove all data from your current product before shipping it. You are responsible for removing all data, including without limitation, any personally identifiable information or protected healthcare information, from your current product before shipping it. By sending HP your product, you agree to release HP from any claim as to the data stored in such product, or in any media or data storage device included with any product that you send to HP, and for the security, integrity, confidentiality, disclosure or use of any such data. HP will not be responsible for securing, protecting, keeping secret or otherwise managing any form of data or information that is stored on or otherwise contained in any product that you send to HP (including any computer hard drive, ROM, CD-ROM, disk or other storage media of any form).
- Products returned to HP must not be contaminated with biological, chemical or radioactive materials.

The offer is not open to HP Authorized Resellers, or their employees, dealers or employees (and their immediate families-including spouse, natural and step-parents, children, siblings and members of their household) of Hewlett-Packard (HP), Market Velocity, PM Digital, Response Point and Publicis purchasing for internal or business use. Participation from these parties will be permissible if purchases are made for personal use only.

Fraudulent claims

Submitting false claims for program benefits will disqualify end-user or HP authorized reseller's claim, make end-user or HP authorized reseller ineligible for future participation in HP promotional programs, and may subject end-user or HP authorized reseller to civil liability or criminal prosecution.

Program changes or termination

This program is subject to change or termination at any time, without notice, by Hewlett-Packard (Canada) Co. or its subsidiaries.. All transactions are subject to the approval of Hewlett-Packard.

DEMAND FOR ENGLISH: Participant and HP acknowledge that we each have required that this Agreement and notices required or permitted pursuant hereto be drawn up in the English language only. Les parties reconnaissent avoir demandé que le présent contrat ainsi que toute autre entente ou avis requis ou permis à être conclu ou donné en vertu des dispositions du présent contrat, soient rédigés en langue anglaise seulement.

THESE TERMS AND CONDITIONS ARE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF ONTARIO, AND CANADA AS APPLICABLE, AND NO CONFLICT OF LAWS PROVISIONS OF ANY JURISDICTION WILL APPLY TO THESE TERMS AND CONDITIONS. BY ACCEPTING THE TERMS AND CONDITIONS, YOU UNCONDITIONALLY AND IRREVOCABLY AGREE THAT ANY ACTION OR PROCEEDINGS BROUGHT ARISING OUT OF PARTICIPATION IN THIS PROMOTION OR THESE TERMS AND CONDITIONS WILL BE FILED EXCLUSIVELY IN THE PROVINCE OF ONTARIO AND THE COURTS LOCATED IN THE CITY OF TORONTO, ONTARIO, AND YOU HEREBY IRREVOCABLY AND UNCONDITIONALLY CONSENT AND SUBMIT TO THE EXCLUSIVE JURISDICTION OF SUCH COURTS.