

FAQs

The HP PageWide A3 Experience Program Customer FAQs



General

1. What is the offering?

The HP PageWide A3 Experience is a program that enables customers to try HP PageWide A3 printers before making a long-term commitment. Customers sign a lease, the reseller installs the device and the customer has 90 days to try the equipment without making a payment. If the customer chooses to return the device, they must alert HPFS within the first 60 days of the trial period. Upon notification, the reseller will de-install the equipment and return it to inventory for resale. If the customer chooses to keep the equipment, they begin making payments beginning in month four of the contract.

2. Why the offering?

The goal of the program is to help customers evaluate the PageWide A3 devices onsite in their own print environment before making an investment decision.

3. Why is the term of the trial period 90 days?

The intent of providing 90 days is to allow for enough time for you to evaluate the new PageWide A3 technology in a number of different print scenarios.

4. When is the offer available?

Offer is available from October 9, 2017, to October 31, 2018.

5. In which countries will the offer be available?

Initial launch countries are US, Canada, Mexico, France, Spain, Italy, Germany, UK, and Australia.

6. Which devices are eligible?

The following devices are included in the program (keep in mind not all models are available in every country):

- HP PageWide Pro 7XX series
- HP PageWide Managed P series
- HP PageWide Managed E series
- HP PageWide Managed Flow E series
- HP PageWide Enterprise 7XX series
- HP PageWide Enterprise Flow 7XX series

7. How many devices can I try at once?

There are no restrictions on the number of devices you can try at once but the sweet spot is 3-5. It's a simple process to add devices to the contract if you decide to keep the trial products and add to your environment.

8. Can I return some assets on the PageWide Experience contract and keep others?

Yes, assets can be removed from the contract by serial number.

9. How do I find out more information?

Contact your HP reseller or get more information at hp.com/go/hpfinancialservices.

10. What are the standard documentation fees?

Documentation fees range from \$50 to \$200 dollars depending upon the specific country.

11. What do I need to do if I decide to cancel?

You'll need to notify HPFS and your reseller by e-mail of your intent to cancel at least 30 days prior to the end of the trial period. Your reseller will schedule the equipment de-installation and HPFS will cancel the lease.

12. What if I decide to buy the PageWide A3 device?

Contact HPFS and request a buyout directly from Customer Service. Once we receive the total buyout amount, you'll assume the equipment title.

13. What if I want to extend the trial for another 90 days?

There is no extension after the initial trial period. You must make a decision 30 days prior to the expiration of the trial period to continue to lease for the original terms of the contract (36, 48 or 60 months of payments) or cancel the lease.

14. What if I request more units? Will that be linked to the lease agreement?

Your reseller can simply add on the new equipment to the HP PageWide A3 Experience lease agreement, either matching the original term as coterminous, or with a new contract term. HPFS will invoice you for the combined solution.

15. Can I combine devices on the HP PageWide A3 Experience offer with devices on traditional financing in the same contract?

This offer requires a specific modified Business Lease Agreement so you can add as many PageWide A3 devices as you choose. Because this contract is cancellable, we recommend adding a schedule to the original contract for the non-PageWide A3 devices. The HP PageWide A3 Experience offer should be done as a stand-alone schedule.

16. What penalties will I pay for cancelling the contract?

There are no penalties for cancelling the contract. However, you will pay a documentation fee of anywhere from \$50 - \$200 (depending on your country) which will not be refunded.

17. If I make no payments during the trial period for the first 3 months of the lease contract, are three months of payment added to the end of the lease contract?

Yes. A 36-month lease is actually 39 months, a 60-month lease is actually 63 months.

Months 1-3 (trial period)	Months 4-36	Months 37-39
No payments, payments deferred or added to end of contract	Agreed payments starting in month four	Deferred payments from trial period added to end of contract

18. How is the services arrangement being managed?

The equipment and services contracts are two separate contracts.

19. If I've never worked with HPFS before, how long will it take to get approved?

HPFS uses automated credit scoring that reduces the time required to approve customers to a matter of hours or in some cases, minutes. If we require more information, the timing would depend on your speed in providing it.

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