

HP Upgrade to Latex (Canada)



November 2020 Promotion

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 on the terms and conditions 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 hpsupport@perks.zendesk.com and they will assist you in filing your claim.

2. How long does the HP Upgrade to Latex November 2020 promotion run?

Purchase or lease a new HP Latex 365, 560 or 570 Printer between November 1, 2020, and November 30, 2020, you can receive up to \$5,000 cash back¹ allowance when you trade in your current eligible solvent, aqueous or latex large-format printer or printer cutter (see chart below). **Last day to submit claim and proof of purchase is December 31, 2020. Each claim must be accompanied by the proof of purchase. Failure to attach will result in the claim rejection. New units only. Available from HP Canada Authorized Large -format Production Specialist Commercial Resellers only. Dealer demo units, tradeshow demo units and all end user Big Deal Units do not qualify. Offer is subject to product availability, promotion valid while supplies last. The following models are not eligible for trade-in: HP Latex 310, 315, 330, 335, 360 or 370 Printer.**

3. What products(s) are eligible for trade-in for the HP Upgrade to Latex November 2020 promotion?

HP Upgrade to Latex November 2020 Canada promotion

Promotion time period: November 1–November 30, 2020

Eligible trade-in printer(s):	Purchase/lease an eligible new printer(s):	Provide the following from your eligible trade-in product:	Eligible cash-back amount: ¹
• Aqueous printers 24-inch or larger	HP Latex 365 (V8L39A#B1K)	Main Print Controller board	\$3,000
• Solvent printer/printer-cutter/Latex printer 30-inch or larger	HP Latex 560 (M0E29A#B1K) HP Latex 570 (N2G70A#B1K)		\$4,000 \$5,000

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

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

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

- I. **Purchase**—Purchase or lease a qualifying new HP Latex 365, 560 or 570 Printer between November 1, 2020, and November 30, 2020, and you can receive up to \$5,000 cash back¹ when you trade in your current eligible solvent, aqueous or latex large-format printer or printer cutter. See chart above for Qualify New HP products, list of eligible trade in products and corresponding rebate values.
- II. **Claim Form**—Complete and submit the online claim form by December 31, 2020. 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 instructions on your next step of the claim process. 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**—The following documents are required:

A copy of your sales invoice(s) (or lease documents) showing eligible purchase of a new Printer(s)

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 must show line item detailing Upgrade to Latex 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.

Submit your proof of purchase online with your claim at www.hp.com/ca/upgradetolatex.

Importance note: Last day to submit claim and proof of purchase is **December 31, 2020**. Each claim must be accompanied by the proof of purchase. Failure to attach will result in claim rejection. If the serial number(s) of your eligible new Printer(s) is not listed on your sales invoice(s), please write the serial number(s) of your eligible new Printer(s) on the sales(s) prior to submitting. Be sure to keep a copy of your entire claim for your records.

- 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 Main Print Controller board. The reseller or customer must return the Main Print Controller board(s) for recycling in accordance with the instructions provided by the program. Reseller or customer ships trade-in product to HP using their own box and the shipping label provided. The trade-in Main Print Controller board must be shipped by January 31, 2021.
- V. Cash back**—Please allow eight (8) weeks from pick up of your Trade-in Product(s) for receipt of your cash-back cheque/electronic funds transfer. Completion of your claim includes pick up of your Trade-in Product(s), and receipt of your proof(s) of purchase/lease. For questions regarding the status of your submission, please email hpsupport@perks.zendesk.com. Once your claim is complete, allow eight (8) weeks to get your cash back cheque/electronic funds transfer. If you have not received payment after eight (8) weeks, please contact customer service via email hpsupport@perks.zendesk.com.

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

All claims must be received by December 31, 2020. Any claims received after this date will be rejected. **Each claim must be accompanied by the proof of purchase. Failure to attach will result in claim rejection.**

6. What are some stipulations to the HP Upgrade to Latex November 2020 promotion?

- The Trade-in Product(s) must be located in Canada.
- The customer is responsible to ship back the Main Print Controller board of the trade-in unit, with our prepaid shipping label. The Main Print Controller board will ship directly back to HP's recycling facility.
- The shipping instructions are valid until January 31, 2021.
- HP will pay usual and customary shipping charges for the Main Print Controller board from the trade-in printer(s) as part of this promotion when the designated shipping carrier is used.
- You must contact the designated shipping carrier to schedule pick-up.

7. 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.

8. What if one of my old products is damaged? Do I still get a cash-back amount?

No. This offer is only good for Product(s) that are in good working order with no more than minor cosmetic damage.

9. What if I want to trade-in my old products?

The trade-in printer will not be returned to HP. Only the Main Print Controller board from the trade-in printer will be returned to HP. The customer or Reseller is required to show proof that they owned an eligible trade-in unit.

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

By all means, your reseller can assist you.

11. Can I combine HP Upgrade to Latex November 2020 promotion with another offer?

This offer may only be combined with HP instant rebates, and may NOT be combined with other HP discount offers such as education rebates, big deal pricing and volume discounts. Letter of intent offers or trade show specials are not combinable unless specifically authorized by HP. 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. **The following models are not eligible for trade-in: HP Latex 310, 315, 330, 335, 360 or 370 Printer.**

12. Can I purchase/lease multiple products?

This is a one-for-one trade program. However, there is no limit to the number of purchases/lease you can make.

13. How is the money for the trade disbursed?

Once your claim is submitted, your purchase invoice received and validated, and your trade-in Main Print Controller board shipment notice is received from the shipping courier by Perks WW, allow eight (8) weeks to get your cash back cheque or EFT. If you have not received payment after eight (8) weeks, please contact customer service via email at hpsupport@perks.zendesk.com.

14. Are there any other limitations?

Please see the HP Upgrade to Latex November 2020 terms and conditions PDF for a list of all promotion details and limitations.

1 Offer valid only in Canada, from HP Canada Authorized large-format Production Specialist Commercial Resellers. Cash back provided by mail-in rebate available for eligible purchases made November 1 to November 30, 2020. All claims and proof of purchase must be submitted by December 31, 2020. Return of trade-in Main Print Controller board by January 31, 2021, is also required. 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/ca/upgradetolatex. Dealer demo units, tradeshow demo units and all end user Big Deal units do not qualify.

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