

# HP DesignJet Cash In & Trade Up July-September 2021 promotion

## Frequently Asked Questions



### 1. What should I do when I cannot 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 but 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 in filing your claim, if your product is eligible.

### 2. For how long does the HP Cash In & Trade Up July-September 2021 promotion run?

The promotion is valid on purchase or lease of an eligible HP DesignJet printer between July 1, 2021, and September 30, 2021. All claims must be submitted, and proof of purchase received by October 31, 2021. **NOTE: You must submit your claim and proof of purchase by October 31, 2021. Each claim must be accompanied by proof of purchase. Failure to attach will result in claim rejection.**

### Program overview

Get cash back<sup>1</sup> when you upgrade and purchase, lease, or contractually place a qualifying new HP DesignJet Product between July 1, 2021, and September 30, 2021. Rebate values are determined by the new printer purchased or leased. See the chart on the next page for rebate and trade-in product details.

To arrange for the recycling of the trade-in printer, visit [hp.com/recycling](http://hp.com/recycling) or discuss recycling options with your HP U.S. Authorized Reseller.

### 3. Which HP DesignJet printers are eligible, and what are the cash back amounts?

See the chart for purchase/lease of eligible new printers between July 1, 2021, and September 30, 2021, alongside their corresponding cash back amounts.

HP DesignJet Cash In & Trade Up July-September 2021 promotion	
Promotion time period: July 1-September 30, 2021	
Eligible new HP DesignJet printers:	Eligible cash back amount: <sup>1</sup>
<b>HP DesignJet XL Printer Promotions</b>	
HP DesignJet XL 3600dr 36-inch Multifunction Printer with PostScript®/PDF 90-day (6KD26A#B1K / 6KD26F#B1K)	\$1,000
HP DesignJet XL 3600dr 36-inch Multifunction Printer with PostScript®/PDF 3-year (6KD26H#B1K)	\$1,000
HP DesignJet XL 3600 36-inch Multifunction Printer with PostScript®/PDF 90-day (6KD24A#B1K / 6KD24F#B1K)	\$1,000
HP DesignJet XL 3600 36-inch Multifunction Printer with PostScript®/PDF 3-year (6KD24H#B1K)	\$1,000
<b>HP DesignJet Printer Promotions</b>	
HP DesignJet Z9+dr 44-inch PostScript® Printer with Vertical Trimmer (X9D24A#B1K / X9D24F#B1K)	\$1,000
HP DesignJet Z6810 60-inch Production Printer Series (2QU14A#B1K)	\$1,000
HP DesignJet T2600dr 36-inch PostScript® Multifunction Printer (3EK15A#B1K / 3EK15F#B1K)	\$650
HP DesignJet T2600 36-inch PostScript® Multifunction Printer (3XB78A#B1K / 3XB78F#B1K)	\$650
HP DesignJet T1600dr 36-inch PostScript® Printer (3EK13A#B1K / 3EK13F#B1K)	\$650
HP DesignJet T1600 36-inch PostScript® Printer (3EK11A#B1K / 3EK11F#B1K)	\$650
HP DesignJet T1600 36-inch Printer (3EK10A#B1K)	\$650
HP DesignJet T830 36-inch Multifunction Printer (F9A30A#B1K / F9A30D#B1K)	\$650
<b>Eligible trade-in products:</b>	
<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 T930 36-inch Printer Series</li> </ul>	<ul style="list-style-type: none"> <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 T2530 36-inch Printer Series</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> </ul>
	<ul style="list-style-type: none"> <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>

### 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 proof of purchase. Failure to attach will result in claim rejection.

**Purchase:** Purchase/lease, or contractually deploy a qualifying new HP Product within the defined Promotional Period. Each claim must have a corresponding approved trade-in unit to receive the eligible rebate amount. Rebate values are determined by the new printer purchased or leased. See the **qualifying new HP products and Eligible Trade-in Products** chart for rebate and trade-in product details.

**Claim form:** All claims must be submitted online at: [www.hp.com/go/cashin](http://www.hp.com/go/cashin). Complete and submit the online claim form by October 31, 2021. You must upload your Proof of Purchase (as defined below) at the 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 upon review of the claim number and other information related to your claim. Please print and save this for your records, as your claim number will be referenced for questions relating to this promotion.

**Proof of Purchase:** A copy of your sales invoice/s (lease or contractual deployment documents) showing eligible purchase of the HP Product.

The Proof of Purchase 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
- Model, serial number, and the purchase price of the HP Product
- If a rebate is being passed on upfront to the end-user customer by a HP Reseller, the end-user customer invoice must show a line item detailing the Cash In & Trade Up rebate amount being deducted from the printer price to arrive at the **net** printer price.
- 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
- If the serial number(s) of your eligible new HP Product(s) is not listed on your Proof of Purchase(s), please write the serial number(s) of your eligible HP new Product(s) on the document prior to submitting it
- You must supply the serial number and make/model of the eligible trade-in product during this step as part of the Proof of Purchase
- Keep a copy of your entire claim for your records.

**Important note:** The last day to submit a claim and Proof of Purchase is October 31, 2021. Each claim must be accompanied by a Proof of Purchase, failure to attach will result in rejection.

**Recycling trade-in product:** 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.

**Cash back:** Please allow eight (8) weeks from receiving the claim completion email for receipt of your cash back payment. For questions regarding the status of your submission, please email [hpsupport@perks.zendesk.com](mailto:hpsupport@perks.zendesk.com).

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

All claims must be received by October 31, 2021. Any claims received after this date will be rejected. Each claim must be accompanied by proof of purchase. Failure to attach will result in claim rejection.

#### 6. What is the final submission date for proof of purchase?

Claims and Proof of Purchase must be received by October 31, 2021. You must upload your Proof of Purchase at the time of claim submittal.

#### 7. What are the requirements for the trade-in product?

- The trade-in product(s) must be located in the US.
- Trade-in product(s) must be able to be powered on. The trade-in product(s) must be complete and in good working condition. "Complete" means that the trade-in product(s) will include, at a minimum, all hardware, software, and component parts and copies of all applicable license(s) needed for the trade-in product(s) to operate. "Powered On" means that, at a minimum, all parts of the trade-in product(s) can be turned on.

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

Filling out the form is easy, it takes 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 eligible 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 July-September 2021 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, volume discounts, letter of intent offers, and 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. 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.

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

Please see the HP Cash In & Trade Up July-September 2021 Terms and Conditions PDF for a list of all promotion details and limitations.

**15. If I have questions about the HP Cash In & Trade Up July-September 2021 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).

**16. Where can I find a local reseller to purchase/lease my eligible new HP DesignJet printer(s)?**

To find a local HP U.S. Authorized Reseller who is authorized by the HP U.S. Qualified Print Program, please visit the **US partner locator**.

**17. Where do I go if I want to buy an eligible new HP DesignJet printer from HP online?**

To buy online from HP, please visit the [Small and Medium Business store](#).

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1 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 by the HP US Qualified Print Program. Cash back provided by mail-in, rebate available for eligible purchases made between July 1 and September 30, 2021. All claims and proof of purchase must be submitted by October 31, 2021. Offer is subject to product availability; promotion remains valid until supplies last. Additional restrictions apply. Void where prohibited, taxed, or restricted by law. For claim form, visit [hp.com/go/cashin](http://hp.com/go/cashin). HP also reserves the right to modify or cancel this offer at any time without notice.

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