

At up to 40% lower cost, color is the new black and white.¹

Love it, or your money back – guaranteed.²

Purchase any qualifying HP PageWide Family printer and discover the power of HP PageWide Technology today - now backed by a ninety (90) day money back guarantee.



Frequently Asked Questions

1. How long does the HP PageWide Family printer Buy & Try promotion run?

Between November 01, 2016 and October 31, 2017 purchase a new HP PageWide Family printer, complete the on-line registration within twenty-one (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 ninety (90) days from date of purchase to return your new HP PageWide Family printer if not fully satisfied. Purchases and invoices dated prior to or after this time frame will not be eligible for this promotion.

2. What countries and US states are included in the promotion?

This promotion is valid in the US only.

3. What products are part of the HP PageWide Family printer Buy & Try promotion?

Code	Qualifying HP Products	roup
J9V80A	HP PageWide Pro MFP 377dw	HP PageWide Model
D3Q15A	HP PageWide Pro 452dn Printer	HP PageWide Model
D3Q16A	HP PageWide Pro 452dw Printer	HP PageWide Model
D3Q19A	HP PageWide Pro MFP 477dn	HP PageWide Model
D3Q20A	HP PageWide Pro MFP 477dw	HP PageWide Model
D3Q17A	HP PageWide Pro 552dw Printer	HP PageWide Model
D3Q21A	HP PageWide Pro MFP 577dw	HP PageWide Model
K9Z76A	HP PageWide Pro MFP 577z	HP PageWide Model
J6U55A	HP PageWide Managed P55250dw Printer	HP PageWide Model
J9V82A	HP PageWide Managed P57750dw MFP	HP PageWide Model
G1W46A	HP PageWide Enterprise Color 556dn	HP PageWide Model
G1W47A	HP PageWide Enterprise Color 556xh	HP PageWide Model
G1W39A	HP PageWide Enterprise Color 586dn	HP PageWide Model
G1W40A	HP PageWide Enterprise Color MFP 586f	HP PageWide Model
G1W41A	HP PageWide Enterprise Color Flow MFP 586z	HP PageWide Model
L3U44A	HP PageWide Managed Color E55650dn	HP PageWide Model
L3U42A	HP PageWide Managed Color MFP E58650dn	HP PageWide Model
L3U43A	HP PageWide Managed Color Flow MFP E58650z	HP PageWide Model

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 PageWide Family printer between November 01, 2016 and October 31, 2017.
2. **Registration** of the new HP PageWide Family printer is required in order to participate, and must be done within twenty-one (21) days of the purchase. Go to www.hp.com/go/mbg to complete the on-line registration. Purchases and invoices dated prior to or after this time frame 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 PageWide Family printer within ninety (90) days of purchase. Reference the claim number for all questions relating to this promotion.
3. **Return** of the HP PageWide Family printer 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 HP PageWide Family printer product. The shipping instructions / label are valid for thirty (30) days from the issue date. The product must be shipped within thirty (30) days of receipt of the shipping instructions or by January 29, 2018, 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 check within 6-8 weeks exclusively to the end customer's account. The refund prices stated by HP 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.
 - 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 reimburs.
 - 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 thirty (30) day limit.

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

All new HP PageWide Family printer products must be registered at www.hp.com/go/mbg within twenty-one (21) days of purchase.

6. What is the final date to return my new HP PageWide Family printer 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 HP PageWide Family printer product. The shipping instructions / label are valid for thirty (30) days from the issue date. The product must be shipped within thirty (30) days of receipt of the shipping instructions or by January 29, 2018, whichever occurs first.

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

- HP will pay usual and customary shipping charges for shipping the HP PageWide Family printer 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 HP PageWide Family printer Product(s) must be picked up within thirty (30) days from the date you receive your shipping instructions email or by January 29, 2018, 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 PageWide Family printer Buy & Try Promotion with another offer?

This offer MAY be combined with IPS National Programs. HP PurchasEdge program points cannot be combined with HP PageWide Family printer Buy & Try promotion.

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 checks will be mailed within 6-8 weeks. If you have not received your check 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 PageWide Family printer Buy & Try 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. Is Managed Print Services available for this Program?

No, it is not.

15. 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.

¹ 40% lower color cost-per-page compared with color lasers: Comparison of HP PageWide Pro and Enterprise class devices, not sold under contract, with the majority of in-class color laser MFPs < \$3000 USD, and color laser printers < \$1249 USD as of November 2016; market share as reported by IDC as of Q2 2016. Cost per page (CPP) reported by gap Intelligence Pricing & Promotions report Oct 2016, comparisons for all supplies are based on published specifications of the manufacturers' highest-capacity cartridges and page yield. Average yield based on ISO/IEC 24711 and continuous printing. Actual yield varies based on content of printed pages and other factors. For details see www.hp.com/go/learnaboutsupplies.

² [Terms and Conditions](#)