

# What Is HP Instant Ink?

## Introduction

HP Instant Ink is an ink replacement service to save you money on ink costs, and to make sure that your printer never runs out of ink when you need it most.

## How does HP Instant Ink work?

When you enroll in an HP Instant Ink plan, you pay a monthly fee to print a defined number of pages per month. The plans are based on the number of pages that you print, not on how many ink cartridges you use. Your monthly fee pays for ink, shipping, and recycling. If you do not print all of your plan pages in a month, you can roll over up to the number of pages per month in your plan. If you print more pages, there is an additional charge. Ink is included — the plans are based on your usage so you pay for the pages you print, not the ink cartridges HP sends you. A printed page counts the same whether it is black and white, a color document, or a photo. Shipping is included.

There are three plans available:

Monthly fee	Pages per month	Rollover pages per month	Additional pages per month
\$2.99	50	Up to 50	Each additional set of 15 pages costs just \$1.
\$4.99	100	Up to 100	Each additional set of 20 pages costs just \$1.
\$9.99	300	Up to 300	Each additional set of 25 pages costs just \$1.

There is no annual fee and you can cancel or change plans at any time without penalty.<sup>1</sup>

As part of the service, HP will send you HP Instant Ink replacement cartridges and postage-paid recycling envelopes, before you run out of ink, at no additional cost. Your billing month starts when you insert an HP Instant Ink cartridge in your enrolled printer.

HP monitors the ink usage of your enrolled printer so that we know when to send you more ink. You will always have ink when you need it.<sup>2</sup>

HP Instant Ink cartridges can be used only in the printer that you have enrolled. Used HP Instant Ink cartridges must be returned in the postage-paid recycling envelopes provided by HP. Returned cartridges will be recycled by HP Planet Partners.

<sup>1</sup> Cancellation of service is effective as of the last day of the current billing period.

<sup>2</sup> Based on average usage.

## What are the requirements to enroll?

To enroll in HP Instant Ink you need:

- An eligible HP printer (to see a list of eligible printers, go to [hpinstantink.com](https://hpinstantink.com) and scroll down to the section titled '**What do you need to enroll?**')
- Your printer must have a wireless connection to the Internet
- A valid email address
- A valid credit card or debit card (for billing purposes)

## Is my printer eligible for HP Instant Ink?

To see a list of eligible printers, go to [hpinstantink.com](https://hpinstantink.com) and scroll down to the section titled '**What do you need to enroll?**'. More printers will be available in the future.

## Can I cancel or change my plan at any time?

Yes. There is no obligation or commitment beyond your first month. You may cancel your service or change plans at any time without penalty by adjusting your account settings in your online account dashboard. Cancellation or plan changes are effective as of the last day of the current billing period.

## Why should I enroll now when I still have ink?

HP will send your HP Instant Ink cartridges now so that you will have them when you need replacement cartridges. Your billing will not start until 30 days after you insert your first HP Instant Ink cartridge into your enrolled printer.

## What if I don't know how much I print?

You can start with any plan and change your plan at any time.<sup>1</sup> The changes will take effect with your next billing cycle. Once enrolled, you can also visit your HP Instant Ink account dashboard to see how many pages you printed. Simply go to [hpinstantink.com](https://hpinstantink.com) and sign in.

<sup>1</sup> Cancellation of service is effective as of the last day of the current billing period.

## What if my printing needs change from month to month?

Your unused pages are rolled over for you, and you can use your rollover pages in future months. You can rollover a maximum equal to your monthly plan (for example, 50 pages for a 50 page plan). You can also print more than your monthly page amount and still save. Additional sets of pages are automatically available and let you print beyond your limit for pennies per page. You can easily change your monthly plan whenever you want, and those changes will take effect on your next billing cycle.

## Will I receive cartridges every month?

No. You will only receive cartridges when your printer tells us that you need them. HP Instant Ink cartridges are extra high capacity cartridges and contain months-worth of ink depending on your usage. You can print as much as you want as long as you are enrolled in the program.

## When will HP send replacement cartridges?

HP sends replacement cartridges when you are low on ink, which is approximately when your cartridges have enough ink to print twice the number of average pages included in your monthly plan.<sup>1</sup> The order for replacement cartridges is placed automatically as long as your printer is connected to the Internet. The cartridges are sent using standard shipping and can take up to 10 days to arrive, which should be sufficient for all customers with regular usage. Customers with high-volume printing needs may call Support to request expedited shipping if they feel their cartridges will not arrive before running out of ink.

## When should I insert the HP Instant Ink cartridges?

Insert your HP Instant Ink cartridges when the cartridges that came with the printer run out of ink.

## How do rollover and additional pages work?

If you do not use all of the allotted pages of your plan in a month, HP Instant Ink stores those pages in a rollover account. You can use your rollover pages in future months if you ever need them, and they never expire. You can roll over a maximum equal to your monthly plan (for example, 50 pages for a 50-page plan). You can add to this rollover account every month until you reach your maximum. If you need to print more pages than your plan allows and you have also used all of your rollover pages, you can still print additional pages and save money. Additional pages are purchased in blocks of 15, 20, and 25 pages, depending on your plan. Each block of additional pages costs only \$1. If you find yourself regularly exceeding your limit, it is easy to change your plan online.

## How do I know how many pages I print every month?

Visit your HP Instant Ink account dashboard to view the number of pages you have printed and the number of pages available in your rollover account. You can also see if you printed any additional pages beyond your plan limit as well as manage your account settings.

1. Go to [hpinstantink.com](https://hpinstantink.com) .
2. Sign in, if you have not already signed in.
3. The number of pages printed this month displays in the **Regular Pages** section of the **Statusarea**. You also see any **Rollover pages** and **Additional pages** that you printed in the **Statusarea**.

## Why do I need to enter a credit card?

An American Express, Discover, MasterCard, or Visa credit or debit card is required for your automatic monthly payment. Currently, HP accepts only credit and debit cards. In order to maintain your HP Instant Ink service, a valid credit card must be on file.

## Where can I use HP Instant Ink cartridges?

You can only use HP Instant Ink cartridges in the printer you enrolled in your HP Instant Ink plan. HP Instant Ink cartridges will not work if you insert them in any other printer.

## Will I be charged for shipping replacement cartridges or recycling used cartridges?

No. All shipping and cartridge recycling is included in your monthly fee.

## Can I take my HP Instant Ink cartridges to my favorite retailer for return credit?

No. HP Instant Ink cartridges cannot be returned to retailers for loyalty rewards or other credits. HP Instant Ink cartridges are the property of HP. Used cartridges must be returned in the postage-paid recycling envelopes provided by HP.

## How many printers can I add to my HP Instant Ink account?

You can add up to 10 printers to your HP Connected profile. However, each printer enrolled in an HP Instant Ink plan has a separate HP Instant Ink dashboard, and each plan is billed separately. Go to [hpinstantink.com](https://hpinstantink.com) to enroll additional printers.

## Do I have to return my used cartridges to HP?

Yes. HP Instant Ink cartridges are the property of HP. Used cartridges must be returned in the postage-paid recycling envelopes provided by HP.