

# Risk Free Rebate



## For HP Notebooks, Workstations, Desktops, Thin Clients RPOS & MPOS, and Printers

Care Pack, an HP Care service Risk-free rebate allows a customer to purchase support services on an eligible product. **IF** the customer does not receive service on their hardware during the life of their purchased Care Pack **THEN** the customer may claim a rebate for the full cost paid for the Care Pack.

### How it works

#### Purchase

Eligible Care Pack Services during the specified promotional period from an authorized HP reseller or direct from HP.

#### Submit

- A completed claim form that is received within 30 days after expiration of the Care Pack Service.
- A copy of each original invoice/receipt for the hardware product with the Care Pack Service Certificate for the eligible Care Pack Service. Please circle the purchase price of the Care Pack Service. The name on the invoice must match the name on the claim form.

#### Receive

Please allow 6–8 weeks from the time the claim is received by HP to receive your rebate check. If terms and conditions are not met, rebate will not be sent. HP is not responsible for any claims lost, damaged, or delayed in transit. Rebate checks are void if not cashed within 90 days of issuance and cannot be reissued.

#### Eligibility

- Care Pack Service must have been registered with HP within 30 days of the original purchase date.
- If Care Pack was purchased through a partner, please confirm with your partner that the Care Pack has been registered.
- If Care Pack was purchased directly from HP, please call **1-800-407-6210** or visit

[http://h71036.www7.hp.com/hho/cache/561387-0-0-225-121.html?jumpid=ex\\_r602\\_go/hpcarepack/register](http://h71036.www7.hp.com/hho/cache/561387-0-0-225-121.html?jumpid=ex_r602_go/hpcarepack/register) to register your Care Pack.

- The hardware in question must not have had a service event for the life of the Care Pack. For this offer a service event will have occurred if HP either sends parts, a replacement or a person onsite to the customer or if the unit is transported to an HP repair depot during the life of the Care Pack Service. A phone call or phone support will not negate eligibility for the rebate.

**E-mail to** [ibsfocus.processing@hp.com](mailto:ibsfocus.processing@hp.com)

### The rules

- This offer may not be combined with any other promotional or discount offers or special pricing such as government/education pricing, big deal pricing or volume discounts.
- Offer not valid with other HP offers unless otherwise specified by those offers.
- Maximum of fifty (50) rebates per customer per program time period.
- Resellers cannot claim this rebate on behalf of customers. The offer is applicable in the US only.

### Rebate timeframe

**Notebooks, desktops, workstations, thin clients, RPOS & MPOS, Printers**

Care Packs purchased between May 1–October 31, 2016

**Information about the Risk Free Rebate and its terms and conditions:**

[www.hp.com/go/riskfreerebate](http://www.hp.com/go/riskfreerebate)









#### Resources and tools

Website (with redemption form)  
[www.hp.com/go/riskfreerebate](http://www.hp.com/go/riskfreerebate)

E-mail  
[ibsfocus.processing@hp.com](mailto:ibsfocus.processing@hp.com)

Refer customers to the rebate redemption form for full terms

# What products are eligible?

Product	SKU	Description
<b>HP Notebooks</b> 	<b>HL573E</b>	3 Year Next Business Day Onsite with Accidental Damage Protection (1/1/0 Spectre)
	<b>HP762E</b>	3 Year Next Business Day Onsite with Accidental Damage Protection + Computrace
	<b>U1H14E</b>	4 Year Next Business Day (NBD) Onsite
	<b>U1H15E</b>	5 Year Next Business Day Onsite
	<b>UC807E</b>	3 Year 9x5 Next Business Day Onsite
	<b>UC238E</b>	3 Year 9x5 Pickup & Return
	<b>UD007E</b>	3 Year Next Business Day Onsite (3/3/0)
	<b>UD008E</b>	3 Year 9x5 Pickup & Return w/ Accidental Damage Protection Gen 2 (3/3/0)
	<b>UC252E</b>	3 Year 9x5 Pickup & Return w/ Accidental Damage Protection (1/1/0)
	<b>U2278E</b>	3 Year Next Business Day Onsite (1/1/0)
	<b>U2279E</b>	3 Year NBD Onsite with Accidental Damage Protection (1/1/0 low end NB models)
	<b>U2280E</b>	3 Year NBD Onsite with Accidental Damage Protection (1/1/0 high end NB models)
	<b>U2281E</b>	3 Year Next Business Day Onsite with Accidental Damage Protection (3/3/0)
	<b>HP Desktops</b> 	<b>HN788E</b>
<b>HN789E</b>		5 Year Next Business Day Onsite
<b>HN790E</b>		3 Year 4 Hour 9x5 Onsite
<b>HX527E</b>		3 Year Next Business Day Onsite All-in-One
<b>UC245E</b>		3 Year Next Business Day Onsite
<b>HP Workstations</b> 	<b>HN791E</b>	3 Year 4 Hour 9x5 Onsite (Z6XX/Z8XX)
	<b>HN792E</b>	3 Year 4 Hour 24x7 Onsite (Z6XX/Z8XX)
	<b>U1G20E</b>	3 Year 4 Hour 9x5 Onsite (Z1XX/Z2XX/Z4XX)
	<b>U1G21E</b>	3 Year 4 Hour 24x7 Onsite (Z1XX/Z2XX/Z4XX)
	<b>U7D02E</b>	4 Year Next Business Day Onsite (Z1XX/Z2XX/Z4XX)
	<b>U7D03E</b>	4 Year Next Business Day Onsite (Z6XX/Z8XX)
	<b>U1PV2E</b>	4 Year NBD Onsite with Defective Media Retention WS Only Service (Z1XX/Z2XX/Z4XX)
	<b>U1PV3E</b>	5 Year NBD Onsite with DMR WS Only Service (Z1XX/Z2XX/Z4XX)
	<b>U1PV4E</b>	4 Year NBD Onsite with DMR PROMO WS Only Service (Z6XX/Z8XX)
	<b>U1PV5E</b>	5 Year NBD Onsite with DMR WS Only Service (Z6XX/Z8XX)
	<b>U7NS1E</b>	5 Year NBD Onsite Promo WS Only Hardware Support (Z1XX/Z2XX/Z4XX)
	<b>U7NS2E</b>	5 Year NBD Onsite Promo WS Only Hardware Support (Z6XX/Z8XX)
<b>HP ElitePad</b> 	<b>U4PW7E</b>	3 Year NBD Onsite Promo Tablet Only
	<b>U4PW8E</b>	3 Year NBD Onsite with ADP Promo Tablet Only
<b>HP Thin Clients</b> 	<b>U7NT6E</b>	3 Year NBD Exchange Promo TC Only Hardware Service
<b>Recover &amp; Restore</b> 	<b>U9AN6E</b>	HP 1 Year Recover & Restore PROMO Hardware Onsite Only
	<b>U9AN7E</b>	HP 3 Year Recover & Restore PROMO Hardware Onsite Only



Product	SKU	Description
<b>RPOS &amp; MPOS</b>	<b>U9DT9E</b>	HP 5 Year NBD Onsite PROMO RPOS Unit Only Service *
	<b>U9DU0E</b>	HP 5 Year NBD Onsite PROMO RPOS Solution Service *
	<b>U9DU1E</b>	HP 3 Year NBD Onsite PROMO MPOS Unit Only Service *
	<b>U9DU2E</b>	HP 3 Year NBD Onsite PROMO MPOS Solution Service *
<b>HP Color LaserJet</b>	<b>HZ620E</b>	HP 3 Year 4 Hour 9x5 Color LaserJet M551 Hardware Support
	<b>HZ621E</b>	HP 3 Year 4 Hour 13x5 Color LaserJet M551 Hardware Support
	<b>HZ622E</b>	HP 4 Year 4 Hour 9x5 Color LaserJet M551 Hardware Support
	<b>HZ623E</b>	HP 4 Year 4 Hour 13x5 Color LaserJet M551 Hardware Support
	<b>HZ626E</b>	HP 3 Year NBD + DMR Color LaserJet M551 Support
	<b>HZ629E</b>	HP 4 Year NBD + DMR Color LaserJet M551 Support
	<b>HZ630E</b>	HP 5 Year NBD + DMR Color LaserJet M551 Support
	<b>HZ750E</b>	HP 3 Year DMR w/Next Day CTR Color LaserJet M551 Hardware Support
	<b>U0B15E</b>	HP 4 Year DMR w/Next Day CTR Color LaserJet M551 Hardware Support
	<b>U0B17E</b>	HP 3 Year DMR w/2nd Day CTR Color LaserJet M551 Hardware Support
	<b>U0B18E</b>	HP 4 Year DMR w/2nd Day CTR Color LaserJet M551 Hardware Support
	<b>UL415E</b>	HP 3 Year NBD + DMR Color LaserJet CP4005/4025 Support
	<b>UQ496E</b>	HP 3 Year NBD + DMR Color LaserJet CP5225 Hardware Support
	<b>U8CG3E</b>	HP 3 Year NBD + DMR Color LaserJet M552/3 Hardware Support
	<b>U8CG4E</b>	HP 3 Year 4 Hour 9x5 + DMR Color LaserJet M552/3 Hardware Support
	<b>U8CG5E</b>	HP 3 Year 4 Hour 13x5 + DMR Color LaserJet M552/3 Hardware Support
	<b>U8CG6E</b>	HP 4 Year 4 Hour 9x5 + DMR Color LaserJet M552/3 Hardware Support
	<b>U8CG7E</b>	HP 4 Year 4 Hour 13x5 + DMR Color LaserJet M552/3 Hardware Support
	<b>U8CH0E</b>	HP 4 Year NBD + DMR Color LaserJet M552/3 Support
	<b>U8CH1E</b>	HP 5 Year NBD + DMR Color LaserJet M552/3 Support
	<b>U8CH2E</b>	HP 3 Year DMR w/NBD CTR Color LaserJet M552/3 Hardware Support
	<b>U8CH3E</b>	HP 4 Year DMR w/NBD CTR Color LaserJet M552/3 Hardware Support
	<b>U8CH5E</b>	HP 3 Year DMR w/2nd Day CTR Color LaserJet M552/3 Hardware Support
	<b>U8CH6E</b>	HP 4 Year DMR w/2nd Day CTR Color LaserJet M552/3 Hardware Support
	<b>U1UJ8E</b>	HP 3 Year NBD + DMR Color LaserJet M651 Support
	<b>U4TN0E</b>	HP 2 Year NBD + DMR Color LaserJet M651 Service
	<b>U1H88E</b>	HP 3 Year NBD Exchange Color LaserJet M451 Hardware Service
	<b>U6Y78E</b>	HP 3 Year NBD Color LaserJet M570 MFP Hardware Service Support
	<b>U1H76E</b>	HP 3 Year NBD Color LaserJet M375 MFP Support
	<b>U1H77E</b>	HP 3 Year 4 Hour 9x5 Color LaserJet M375 MFP Support
	<b>U1H78E</b>	HP 3 Year 4 Hour 13x5 Color LaserJet M375 MFP Support
	<b>U1H64E</b>	HP 3 Year NBD Color LaserJet M475/M476 MFP Hardware Support
<b>U1H65E</b>	HP 3 Year 4 Hour 9x5 Color LaserJet M475/M476 MFP Hardware Support	
<b>U1H66E</b>	HP 3 Year 4 Hour 13x5 Color LaserJet M475/M476 MFP Hardware Support	
<b>U5Z48E</b>	HP 3 Year NBD Exchange LaserJet M401 Service	
<b>U5Z49E</b>	HP 3 Year NBD LaserJet M401 Hardware Support	
<b>UK930E</b>	HP 1 Year NBD LaserJet P2035/55 Hardware Support	
<b>UK924E</b>	HP 3 Year Return LaserJet P2035/55 Hardware Service	
<b>UK927E</b>	HP 1 Year NBD Exchange LaserJet P2035/55 Service	
<b>HP Color LaserJet MFP/AIO</b>		



HP LaserJet -  
monochrome



<b>UK929E</b>	HP 3 Year NBD Exchange LaserJet P2035/55 Hardware Service
<b>UK932E</b>	HP 3 Year NBD LaserJet P2035/55 Hardware Support
<b>UL641E</b>	HP 4 Year NBD Exchange LaserJet P2035/55 Hardware Service
<b>UK665E</b>	HP 3 Year NBD + DMR LaserJet 5200 Support
<b>U8CM9E</b>	HP 3 Year NBD + DMR LaserJet M604 Hardware Support
<b>U8CN0E</b>	HP 3 Year 4 Hour 9x5 + DMR LaserJet M604 Hardware Support
<b>U8CN1E</b>	HP 3 Year 4 Hour 13x5 + DMR LaserJet M604 Hardware Support
<b>U8CN2E</b>	HP 3 Year NBD Exchange + DMR LaserJet M604 Service
<b>U8CN4E</b>	HP 4 Year NBD + DMR LaserJet M604 Hardware Support
<b>U8CN5E</b>	HP 5 Year NBD + DMR LaserJet M604 Hardware Support
<b>U8CN8E</b>	HP 3 Year DMR w/NBD CTR LaserJet M604 Hardware Support
<b>U8CN9E</b>	HP 4 Year DMR w/NBD CTR LaserJet M604 Hardware Support
<b>U8CP1E</b>	HP 3 Year DMR w/2nd Day CTR LaserJet M604 Hardware Support
<b>U8CP2E</b>	HP 4 Year DMR w/2nd Day CTR LaserJet M604 Hardware Support
<b>U8CP3E</b>	HP 5 Year DMR w/2nd Day CTR LaserJet M604 Hardware Support
<b>U8CP9E</b>	HP 4 Year 4 Hour 9x5 + DMR LaserJet M604 Hardware Support
<b>U8CQ0E</b>	HP 4 Year 4 Hour 13x5 + DMR LaserJet M604 Hardware Support
<b>U8CR0E</b>	HP 3 Year NBD + DMR LaserJet M605 Hardware Support
<b>U8CR1E</b>	HP 3 Year 4 Hour 9x5 + DMR LaserJet M605 Hardware Support
<b>U8CR2E</b>	HP 3 Year 4 Hour 13x5 + DMR LaserJet M605 Hardware Support
<b>U8CR3E</b>	HP 3 Year NBD Exchange + DMR LaserJet M605 Service
<b>U8CR5E</b>	HP 4 Year NBD + DMR LaserJet M605 Hardware Support
<b>U8CR9E</b>	HP 3 Year DMR w/NBD CTR LaserJet M605 Hardware Support
<b>U8CS2E</b>	HP 3 Year DMR w/2nd Day CTR LaserJet M605 Hardware Support
<b>U8CJ8E</b>	HP 3 Year NBD + DMR LaserJet M606 Hardware Support
<b>U8CK1E</b>	HP 3 Year NBD Exchange + DMR LaserJet M606 Service
<b>HY580E</b>	HP 3 Year NBD Exchange LaserJet M601 Service
<b>HY582E</b>	HP 3 Year 4 Hour 9x5 LaserJet M601 Hardware Support
<b>HY583E</b>	HP 3 Year 4 Hour 13x5 LaserJet M601 Hardware Support
<b>HZ461E</b>	HP 4 Year NBD Exchange LaserJet M601 Service
<b>HZ462E</b>	HP 5 Year NBD Exchange LaserJet M601 Service
<b>HZ464E</b>	HP 4 Year NBD + DMR LaserJet M601 Hardware Support
<b>HZ465E</b>	HP 5 Year NBD + DMR LaserJet M601 Hardware Support
<b>HZ466E</b>	HP 3 Year NBD + DMR LaserJet M601 Hardware Support
<b>HZ467E</b>	HP 4 Year 4 Hour 13x5 LaserJet M601 Hardware Support
<b>HZ469E</b>	HP 4 Year 4 Hour 9x5 LaserJet M601 Hardware Support
<b>HZ734E</b>	HP 3 Year DMR w/Next Day CTR LaserJet M601 Hardware Support
<b>HZ735E</b>	HP 4 Year DMR w/Next Day CTR LaserJet M601 Hardware Support
<b>HZ737E</b>	HP 3 Year DMR w/2nd Day CTR LaserJet M601 Hardware Support
<b>HZ738E</b>	HP 4 Year DMR w/2nd Day CTR LaserJet M601 Hardware Support
<b>HZ739E</b>	HP 5 Year DMR w/2nd Day CTR LaserJet M601 Hardware Support
<b>HZ479E</b>	HP 3 Year NBD Exchange LaserJet M602 Service
<b>HZ480E</b>	HP 3 Year 4 Hour 9x5 LaserJet M602 Hardware Support
<b>HZ481E</b>	HP 3 Year 4 Hour 13x5 LaserJet M602 Hardware Support



HP LaserJet  
MFP/AIO -  
monochrome



<b>HZ485E</b>	HP 4 Year NBD Exchange LaserJet M602 Service
<b>HZ488E</b>	HP 4 Year NBD + DMR LaserJet M602 Support
<b>HZ490E</b>	HP 3 Year NBD + DMR LaserJet M602 Support
<b>HZ742E</b>	HP 3 Year DMR w/Next Day CTR LaserJet M602 Hardware Support
<b>HZ745E</b>	HP 3 Year DMR w/2nd Day CTR LaserJet M602 Hardware Support
<b>HY749E</b>	HP 3 Year NBD + DMR LaserJet M603 Hardware Support
<b>HZ504E</b>	HP 3 Year NBD Exchange LaserJet M603 Service
<b>U6Z05E</b>	HP 3 Year NBD + DMR LaserJet M712 Hardware Support
<b>HZ217E</b>	HP 3 Year NBD CTR w/DMR LaserJet P3015 Hardware Support
<b>HZ221E</b>	HP 3 Year w/2nd Day CTR w/DMR LaserJet P3015 Hardware Support
<b>HZ222E</b>	HP 4 Year w/2nd Day CTR w/DMR LaserJet P3015 Hardware Support
<b>U7UX1E</b>	HP 2 Year NBD + DMR LaserJet P3015 Hardware Support
<b>UP868E</b>	HP 3 Year Return LaserJet P3015 Service
<b>UP871E</b>	HP 3 Year NBD Exchange LaserJet P3015 Service
<b>UP873E</b>	HP 4 Year NBD Exchange LaserJet P3015 Service
<b>UP875E</b>	HP 5 Year NBD Exchange LaserJet P3015 Service
<b>UT948E</b>	HP 3 Year NBD + DMR LaserJet P3015 Hardware Support
<b>UT975E</b>	HP 4 Year NBD + DMR LaserJet P3015 Support
<b>UU856E</b>	HP 5 Year NBD + DMR LaserJet P3015 Support
<b>U6Z61E</b>	HP 3 Year 4 Hour 9X5 LaserJet Pro M521/435 MFP Hardware Support
<b>U6Z62E</b>	HP 3 Year 4 Hour 13X5 LaserJet Pro M521/435 MFP Hardware Support
<b>U6Z65E</b>	HP 3 Year NBD + DMR LaserJet Pro M521/435 MFP Support
<b>U5AD9E</b>	HP 5 Year NBD + DMR LaserJet Pro M521/435 MFP Hardware Support
<b>U7UW9E</b>	HP 2 Year NBD + DMR LaserJet M525 MFP Hardware Support
<b>U5X82E</b>	HP 3 Year NBD LaserJet M425 MFP Hardware Support
<b>U5X83E</b>	HP 3 Year NBD Exchange LaserJet M425 MFP Service

\* These SKUs will not be eligible for rebate until June 1, 2016.

Service levels and response times for Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [www.hp.com/go/cpc](http://www.hp.com/go/cpc). HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

To learn more about HP's privacy practices, please visit to [www.hp.com/privacy](http://www.hp.com/privacy)

**General Terms and Conditions:** Offer good on purchases made between May 1, 2016 through October 31, 2016. Product(s) purchased before or after these dates are not eligible for this offer. Both the Care Pack and the hardware/product must be purchased within the promotional period. Purchase date is determined by invoice or receipt date. Offer not valid with other HP offers unless otherwise specified by those offers. Offer not valid on refurbished HP products. Offer is limited to product on hand and NO substitutions with other products are eligible. Keep copies of materials submitted: originals become HP property and will not be returned. Please allow 6 to 8 weeks for receipt of check. HP reserves the right to request additional information regarding this claim. False information disqualifies this claim, making it subject to review under U.S. Postal Regulations or Canadian Law. Violators may be prosecuted. Only purchases made by an end-user customer or a commercial business from an authorized HP reseller or HP in the United States, Canada and their territories are valid. This promotion is not available to the residents in the province of Québec. Purchases by HP resellers and internal HP orders are ineligible. Offer void where prohibited, taxed or restricted by law.

If you have any questions regarding this offer, please call **800.504.2007** Monday through Friday between 9:00 a.m. and 4:00 p.m. MST. limit 50 rebates per customer, per time period.

For more information about the Risk Free Rebate and its terms and conditions, go to: [www.hp.com/go/riskfreerebate](http://www.hp.com/go/riskfreerebate)

