



## IPG Services Care Pack Promotion

Deal #: 85031782 version 1

Effective: June 1, 2010 – October 31, 2010

### Overview

Channel Services Partners, Enterprise Channel Partners, and VPA Partners will receive a rebate for each eligible HP Care Pack Service sold during the promotional period. HP Authorized Partners will receive the rebate on eligible HP Care Pack Service purchased from a Channel Services Partner, Enterprise Channel Partner or HP Source. CSP and ECP representatives MUST inform the inquiring reseller that the HP Care Pack Service they are purchasing is under promotion and cannot be combined with other promotions, pricing or offers from HP. The Program is valid in the USA only.

### Timeframe

This promotion is effective from June 1, 2010 to October 31, 2010. This offer is valid while supplies last. Eligible product must be shipped from CSP or ECP to reseller or from the VPA to the end user within the promotion time frame to be eligible for this rebate.

### Product Eligibility & Offer

Eligible Products

Product No.	Product Description	Rebate
UK932E	HP 3yr Next Business Day On-Site LaserJet P2035/55 HW Support	\$20
UP872E	HP 3yr Next Business Day On-Site LaserJet P3015 HW Support	\$30
UP871E	HP 3yr Next Business Day Exchange LaserJet P3015 HW Support	\$20

### Specific Promotion Terms and Conditions

Eligible product shipped before or after the specified promotional period is not eligible to receive the promotional pricing.

**NOTE:** This offer CANNOT be used in combination with ANY other special pricing from HP.

Channel Service Providers with a current HP U.S. Partner Agreement ("PA") and a Channel Service Provider ("CSP") Addendum are eligible to participate in the Promotion. As of May 1, 2010, those channel partners are Ingram Micro, Tech Data, Synnex and D&H (as defined by their Commercial PA with HP). Enterprise Channel Partners with a current HP U.S. Partner Agreement ("PA") and Enterprise Channel Partner ("ECP") Addendum are eligible to participate in the Promotion. As of May 1, 2010, those channel partners are Arrow, Avnet, and Bell Microproducts. CSPs and ECPs will receive reimbursement directly from Hewlett-Packard for eligible sales to all HP Authorized Partners (any second tier channel partner that has signed the PA, excluding VPA partners). Volume Purchase Agreement Partners with a current HP U.S. Partner Agreement and a Volume Purchase Agreement ("VPA") are eligible to participate in the Promotion. The VPA Partners are excluded from receiving upfront rebates from ECP's and CSP's. As of May 1, 2010, those HP Authorized Partners are CDW, Insight, PC Connection, PC Mall (including Wareforce) and Zones. Non-VPA Partner CompuCom is eligible to participate in this promotion and is excluded from receiving the rebate at time of purchase through June 30, 2010. On July 1, 2010, CompuCom will be eligible to receive rebates at time of purchase from HP Source, CSPs and ECPs.



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- HP Authorized Partners that purchase directly from HP for resale to end users (“HP Source Partners”) may participate in the Promotion. HP Source Partners (excluding VPA Partners) will receive instant savings upfront for products procured directly from HP Source.
- HP Authorized Partners with a VPA Addendum may participate in the Promotion. VPA Partners and CompuCom will receive reimbursement directly from Hewlett-Packard for eligible sales to end-user customers. CompuCom will receive rebates at time of purchase effective July 1, 2010 and will no longer submit claims to HP.

### Submitting Claims

Promotional claims must be reported to HP and must reference eligible product and *include the serial number of required product as posted on the HP Rebates Website* for eligible promotional pricing. No substitution of eligible part numbers will be accepted unless specified in the promotional guidelines. Eligible partners must submit invoice detail to HP through EDI or SPAR to be eligible for this promotion. Eligible partners who have been granted an exception to the EDI or SPAR submission requirement will be paid based on their sales out EDI for individual SKU instant rebates and will still be required to submit claims on bundled promotion offers to [promo.now@hp.com](mailto:promo.now@hp.com) until the HP and Partner agreed upon implementation date on file. Claims should be submitted under **Promotion Deal #: 85031782**.

For orders placed during the promotional timeframe and shipped after the expiration of the promotion, HP will grant a seven calendar day grace period for partners. Partners must submit an exception request to [promo.now@hp.com](mailto:promo.now@hp.com). Any shipments made after the seven day grace period will be rejected.

Rebate claims must be submitted by uploading a completed claim form within 60 calendar days of shipping the eligible product(s). Incomplete or inaccurate information will result in delay or denial of a claim. Eligible partners are responsible for the accuracy of the data provided. HP assumes no obligation or liability whatsoever for rebate payments on late, missing, misdirected, incomplete or inaccurate data, irrespective of cause.

### Exclusions

Returns are specifically excluded from this promotion. Standard returns terms and conditions apply for this promotion. HP Promotion rebates cannot be claimed in combination with any other negotiated special discount or in addition to HP special pricing programs such as Big Deals, Discount Now or Education rebates unless specifically documented through business unit approval. Eligible partners must choose between HP special pricing or the promotional rebate. Eligible partners may use the HP Rebate Calculator for pricing analysis. HP reserves the right to exclude claim payments for which a Big Deal, Discount Now, Educational Rebate or any other HP Program rebate has previously been paid.

### Payment and resubmissions

Upon approval of a claim by HP, payment will be credited to the eligible partner within 30 days. HP’s systems are the systems of record for the promotion. The final decision to allow or refuse any or all portions of a claim rests solely with HP. HP may require repayment of amounts overpaid by HP in reliance on inaccurate data. HP will not consider researching any other part numbers other than the original eligible part numbers for this promotion. Any variance by participating eligible partners will result in forfeiture of their promotional rebates. There will be no exceptions to this requirement by HP. Denied claims may be resubmitted within 30 calendar days of receipt of denial reconciliation statement, with appropriate new supporting information and following the ‘submitting claims’ details described above.

Eligible Partners will be given a thirty (30) day reconciliation period from the date Promotion credit memos are issued. Eligible Partners are expected to notify HP of any discrepancies within thirty (30) days of receipt of payment. HP will not research or consider payment on any promotional discrepancies after the thirty (30) day timeframe.



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### No early deductions, agreement to terms

CSPs, ECPs and VPAs will not take any debit memo deductions, as per the terms in its distribution agreement, but will wait for HP to complete the claim to provide a credit or a rejection notice. By submitting claims referencing a program or promotion, the CSP, ECP and VPA agrees to the administration and the terms and condition details of that program or promotion, and, as applicable, the terms and conditions of the HP BDA governing CSPs, ECPs and VPAs' purchase and re-sale of HP products.

### Program audits

As validation for each claim submitted, HP will utilize sales-out system-generated reports which includes eligible SKUs, invoice date, quantity sold, invoice price, serial number(s) of the eligible HP product(s) sold, reseller name & reseller invoice number. In case of discrepancies or incomplete data, HP will request copies of invoices showing proof of purchase of the eligible SKUs including invoice date, invoice price and the serial number of the eligible HP products sold.

HP reserves the right to inspect or audit eligible partner's records to verify the accuracy of the promotion rebate credit earned. HP may require audits to ensure that payments are used as indicated in the promotion guidelines. All material supporting Eligible Partner's promotion claims must be kept for four years following the Promotion for audit purposes.

HP reserves the right to request additional information regarding any claim and supporting documentation. All documentation submitted for this Program becomes the property of HP and will not be returned. Submission of a false claim or incorrect or fraudulent documentation may result in disqualification from this Program, future HP Programs, termination of channel partner's Agreement with HP, forfeiture or repayment of Program benefits and/or may result in civil or criminal liability to the submitter.

### Changes in HP Authorization Status

A change in an account's authorized status may restrict or eliminate its access to funds paid under the Program. HP will stop distributing funds to any account HP terminates, or which is not renewed by HP following account agreement expiration. Upon termination or non-renewal HP will notify channel partner with respect to pending payments for activities which were completed prior to the date of termination or expiration. Any requests for payment for an activity conducted after account's authorization has been terminated will be refused. All other terms of channel partner's BDA and related documents apply. Shipments against U.S. promotions must occur within the USA.

**HP RESERVES THE RIGHT TO TERMINATE, ALTER OR MODIFY THESE TERMS AND CONDITIONS AT ANY TIME.**