

Terms & Conditions – HP T908 Upgrade Advantage Program

1. Offer Period

The **HP T908 Upgrade Advantage Program** (“Program”) is valid from **1st August 2026 to 31st October 2026**.

2. Eligibility

This Program is applicable only to:

- All T2 & T3 Partners enrolled under this Program.
- Partners must complete the KYC process to participate in the Program.
- Partners must adhere to all program guidelines, claim processes, and documentation requirements.

The Program is applicable only on purchase of eligible select HP Large Format Printer (LFP) models communicated separately by HP.

3. Eligible Products

- Upgrade amount benefit is valid only on select HP LFP models covered under this Program.
- Eligible SKU list may be revised by HP during the offer period at its sole discretion.

4. Upgrade Criteria

- Customer must upgrade one old LFP against purchase of one eligible new HP LFP. Old LFP can be of any brand.
- One invoice is eligible for one upgrade claim only.
- The partner is required to scrap the old LFP and submit the scrapping consent to HP.
- T3 (Non-DBP) partner must submit buying invoice copy and selling invoice copy.

5. Documentation & Submission Guidelines

Submission Guidelines

Partners must ensure all old unit details are filled accurately to receive the correct upgrade amount. Any mismatch between submitted details and actual product details may result in devaluation or rejection of upgrade amount.

Mandatory Documentation

Partners must collect and submit the following:

- Customer Name
- Complete customer address
- Mobile Number
- Email ID
- Customer PO Copy – All Tier 2, Tier 3, DBP, and Non-DBP Partners must submit a Customer Purchase Order (PO) copy on the customer's official company letterhead, clearly reflecting the applicable HP T908 Upgrade Advantage Benefit value. The PO must be duly signed by the authorized signatory and

bear the company stamp/seal. Submission of this document is mandatory for claim validation and processing.

- Tier 2 / DBP Partners shall mandatory submit clear and readable selling invoice copy
- Tier-3 / non-DBP Partners shall mandatorily submit both:
 - Buying invoice copy; and
 - Selling invoice copy.
- Old LFP Unit brand and model details
- Old LFP Unit serial number
- Old LFP Images:
 - Front image of the device; and
 - Serial number sticker image

In case additional documents are required by HP, Partner shall submit those within the timelines as prescribed by HP.

HP reserves the right to reject claims containing incomplete, inaccurate, manipulated, misleading, or unclear documentation.

6. Claim Submission Timeline

- HP Partner is required to submit the claims within 14 days from the date of invoice.

7. Validation Timeline & Approval

- Submitted claims will be validated within **3 working days** from successful claim submission.
- Validation timeline is applicable only for complete and correctly submitted claims.
- All claims are subject to backend verification and approval.
- HP or its authorized agency may request additional documents or information, wherever required.

8. Rejection Conditions

Claims may be rejected under the following conditions:

- Duplicate claim submissions
- Invalid, incomplete, or missing invoice
- Missing, unclear, manipulated, or blurred product images or serial number images
- Incorrect product/model/serial number details
- Purchase of non-eligible SKUs
- Incomplete documentation
- Any suspected fraud, misrepresentation, or misuse of the Program

9. Reimbursement of Upgrade Amount

- HP Partner will receive a Purchase Order from HP's authorized agency for approved claims.
- HP Partner must generate and upload GST invoice on the portal immediately upon receipt of Purchase Order.

- Payment will be transferred to the HP Partner's registered bank account within **15 working days** from the date of claim approval and successful GST invoice upload.
- For any support during the reimbursement process, HP Partner may contact HP or the support team with their specific query.
- HP Partners can get an upgrade amount of up to INR 50,000 for each T908 unit sold.

10. Audit Rights

- HP reserves the right to audit any submitted claim under this Program.
- Partners must maintain records of old printers collected and new printers sold for audit and verification purposes.

11. Fraud & Misuse

Any misuse of the Program including fake claims, forged invoices, manipulated documents, or misrepresentation may result in:

- Claim rejection
- Partner disqualification
- Suspension from future HP promotional programs

12. Program Modification

HP reserves the right to amend, modify, extend, or terminate this Program, including changes to eligibility, products, or claim process, at any time without prior notice.

13. Final Decision

Decision of HP and/or its authorized program management agency in all matters related to this Program shall be final and binding.

14. Other Important Notes

- To the extent permitted by applicable law, customers availing this offer agree not to hold HP, its affiliates, directors, officers, employees, agents, or vendors liable for any claims, losses, damages, or expenses arising out of participation in this Program.
- For old unit consent, customer will receive an Email/SMS on their registered mobile number/email id with a consent link. Customer must approve or reject the consent request before invoicing of the new HP printer.
- By participating in the Program, customer represents and warrants that:
 - Customer is the sole, lawful owner of the old printer being exchanged.
 - The old printer is genuine, non-counterfeit, and free from disputes, encumbrances, liens, or legal issues.
 - Details submitted for the old printer, including condition and ownership, are true and accurate.
 - By approving/signing the consent form, customer confirms acceptance of the upgrade amount offered.