

## **A. HPE Buy & Try Program for Channel Partners - Program Structure**

Within the framework of the HPE Buy & Try Program for Channel Partners Participants qualify with the purchase of an eligible HPE Product (to be found on the web site [www.hpe.com/eu/buyandtry](http://www.hpe.com/eu/buyandtry)) to participate in this Program and buy and test the product without risk.

The Participant has a money-back-guarantee (subject to conditions) if the purchased HPE Product has not entirely convinced the Participant after 90 calendar days from purchase date.

The HPE Buy & Try Program for Channel Partners is hereafter referred to as "**Program**".

### **Participants**

Only End-User Customers are allowed to participate in this program.

That means End-User Customers are claiming and receiving the Buy & Try refund.

The person or company claiming and entitled to receive the refund payment is in the following referred as **Participant**.

Resellers may not submit claims on behalf of their customers.

### **Products**

The eligible products purchased are referred in the following as HPE Products.

Only new HPE products are eligible to take part in the program. Demonstration products as well as remarketing or used products are excluded from the program.

The Program is valid in respect of HPE Products purchased between 31/01/2020 and 31/10/2022 from either directly HPE, an authorized Reseller or Retailer in Belgium, Luxembourg.

The Program is not valid if the HPE Products will be resold or rented to a third party.

The list of eligible products can be found on the web site [www.hpe.com/eu/buyandtry](http://www.hpe.com/eu/buyandtry).

### **Promoter (referred to herein as 'HPE'):**

Hewlett-Packard Belgium BVBA/SPRL  
Hermeslaan 1A  
1831 Diegem  
Belgium

### **Paying Entity:**

#### **Hewlett-Packard International Sarl**

Route du Nant d'Avril 150  
CH-1217 Meyrin/Geneva  
Switzerland

## **B. Program rules and requirements**

The Program is valid in Belgium, Luxembourg.

The Buy&Try agreement between HPE and the Participant is achieved through the acceptance of the terms and

conditions in course of the registration process on the Program web page [www.hpe.com/eu/buyandtry](http://www.hpe.com/eu/buyandtry).

HPE products purchased in another country than the participant registered to the program are not authorized for participation.

This Program can not be used in conjunction with other sale promoting measures from or special agreements with HPE that are offered at the same time.

The purchase price listed on the invoice will be paid, but no more than the non binding HPE recommended price at the time of sale. HPE will only pay this amount. Other hardware, software and services are excluded from the reimbursement. Other costs are not reimbursed by and cannot be claimed from HPE.

HPE only accepts complete and undamaged returns in original packaging. No refund is made without the original packaging.

The HPE Product must be returned complete and undamaged in the original packaging and with all original accessories included at time of purchase of the HPE Product (such as but not limited to used ink cartridge/toner cartridges in the instance of printers, other detachable parts, manuals, network adapter, CDs, cables, power supplies, monitors, key boards, mice, graphic cards, etc).

Incomplete or damaged returns can not or are only partially refunded.

HPE Products returned to HPE must not be contaminated with biological, chemical or radioactive materials.

The HPE Product(s) for return must be located within the country the Participant registered to the Program.

Applications for collection of HPE products in offshore locations can not be accepted.

The ownership of the HPE Product(s) will be transferred to HPE upon handover of the product to the designated HPE Test Center.

The delivery of the HPE Product(s) to HPE's designated carrier shall be final and effective to transfer title of such product to HPE's handling house free and clear of all liens and encumbrances.

The HPE Product(s) defined in the web registration under the program must be handed over to HPE to qualify. After receipt in HPE's handling house, no HPE Product(s) (including accessories) can be returned again to the participant. These HPE Product(s) remain the property of HPE.

The HPE Product(s) must match the details provided during the registration process. If they do not match, HPE reserves the right not to pay any refund or to debit the difference between the stated and actually received HPE Product when the refund value is less.

## **C. Program Steps and Timing**

The Participant can register, obtain information about the program and request the product return on the web site [www.hpe.com/eu/buyandtry](http://www.hpe.com/eu/buyandtry).

Requests for collection must be submitted online, within 90 days after registration date.

The date of the invoice shall be considered as the date of purchase.

The application to return the HPE Product must be made within 90 calendar days after the date of purchase.

The proof of purchase must contain the following information:

- | Name and address of the Purchaser
- | Name and address of the Seller, in accordance with the statement on the letterhead
- | Model and serial number of the HPE Product(s).

Proof of purchase must be uploaded during registration on [www.hpe.com/eu/buyandtry](http://www.hpe.com/eu/buyandtry).

Uploaded documents are exclusively used for validation of eligibility to participate in this Program. The information will not be shared with any other processes and function outside the Program.

Participants who did not provide HPE with all mandatory information will be notified via email and offered the opportunity to provide the missing items within 7 calendar days. If the Participant still fails to comply with the terms and conditions, the request will be rejected.

On the agreed date, HPE will dispatch a carrier to the address the Participant advised during registration. If it is not possible for said carrier to come on the agreed date, carrier will contact the Participant to agree a new date.

The charges for the collection are carried by HPE.

The shipping label provided with the registration must be attached to the outside of the box and should remain easily accessible even when stacked on a pallet.

It is recommended to secure the label with transparent shipping tape from being ripped off the box.

If a product other than that stated in the web registration has been returned to the test centre, HPE is entitled to charge the participant the incurred costs for the return.

The period between acceptance of the request to return and the readiness for collection of the HPE Product(s) must not exceed 90 calendar days.

The refund value is paid by HPE to the Participant. The payment will be made by electronic bank transfer within 45 calendar days after receipt of the HPE Products at the HPE Test Center.

Payment can only be made to a bank account within the country where the Participant registered for the Program.

## **Invoicing for reimbursement**

This Program requires the acceptance of a self-billing invoice by the Participant. To ensure consistent and valid invoicing HPE creates a preliminary self-billing invoice on behalf of the Participant and sends it to the Participant for acceptance. Once the preliminary self-billing invoice is accepted by the Participant then HPE will make the respective payment and issue a final corresponding invoice under these Terms and Conditions.

A failure to send a valid acceptance of the preliminary self-billing invoice will result in the claim being rejected and invalidates the participation in the Program.

For questions regarding the program or the status of your claim, please email: [buyandtry@tpps.mail.hpe.com](mailto:buyandtry@tpps.mail.hpe.com).

Alternatively, for claim status lookup, please check the URL available with the Confirmation email.

## **D. Disclaimers**

By completing the registration process Participants confirm acceptance of these terms and conditions.

HPE reserves the right to disqualify incomplete, altered or illegible claims.

Participants proved to have entered fraudulent claims will be excluded. HPE reserves the right to take legal action.

In addition to the invoice for the purchased HPE Product, HPE reserves the right to request from the reseller/End-User Customer further evidence of purchase and/or ownership (e.g. photo of the serial number label, barcodes,...)

HPE reserves the right to audit all requests to ensure that the terms and conditions of this Program have been met and to request additional information regarding any and all claims and supporting documents.

In the event of incorrect payments made by HPE the Participant shall repay any such incorrect payment not later than 28 days after receipt of written notice from HPE.

The Participant agrees to hold HPE free from the responsibility of any liability, claims, damages and tax liabilities that might arise in such circumstances.

HPE is not responsible or liable for any technical, hardware, software, server, website, or other failures or damage of any kind to the extent that this prevents the Participant from or otherwise obstructs him/her in participating in the Program.

HPE shall not be liable for any loss, damage or injury of any nature howsoever caused to Participants pursuant to this Program. However, nothing in these terms shall act so as to exclude or restrict HPEs liability for death or personal injury of Participants proven to be caused by HPEs negligence.

HPE reserves the right to amend the terms of this Program at any time without notice.

HPE may cancel this Program without notice and with immediate effect where required to do so, for legal or commercial reasons arising from applicable laws.

The payment will be made upon HPEs satisfaction that the Participant has fully complied with these terms and conditions and the associated instructions.

The decisions of HPE in respect of any and all aspects of the Program will be final and binding.

This Program is subject to the laws of the country the Participant registered to the program. In case of dispute, the courts of the locale of the Promoter will have jurisdiction.

Where the payment constitutes a taxable benefit, all tax liability lies with the Participant.