

HPE Trade-Up is a service provided to Hewlett Packard Enterprise (HPE) Commercial Business customers.

HPE Hybrid IT Trade-Up Program is a service provided to HPE Commercial Business customers by HPE, an independent third party. By agreeing to these terms and conditions, you hereby release HPE and its respective directors, employees and agents from any disputes, claims, demands, and/or damages (actual or consequential) of every kind, whether known or unknown, arising out of, or relating to, your use of HPE services, including, without limitation, uncompleted or completed transactions and any claims or disputes between you and HPE. If you have any questions, please contact [customer service](#). HPE may amend this site at any time by posting the amended terms on this site. Terms are effective immediately upon posting.

Program overview

The money distributed to the user for the Trade-Up ("Cash Back") may be referred to in individual Program documents variously as a "refund," "rebate," "Trade-Up allowance," "cash back," or other similar phrase.

Trade-Up proof-of-ownership requirements

By agreeing to these Program terms and conditions, you warrant that all Trade-Up equipment has been owned by the end-user for at least one year and has been used in the end-user's business in the previous year. Such equipment or the sale and shipment of such equipment must not violate any applicable laws, statutes, ordinances or regulations, including export laws. You are responsible for complying with any and all such laws. Any equipment you seek to sell using HPE services: (1) shall not infringe on third-party intellectual property rights (including copyright, trademarks, patent, trade secrets or other proprietary rights); (2) shall not be counterfeit, stolen, or fraudulent.

Program rules and requirements

1. HPE Hybrid IT Trade-Up Program Program is available to US commercial customers (end-users and HPE authorized resellers, only) buying new servers direct from HPE, buy through an authorized HPE reseller, lease through HPE Financial Services or thru a HPE Greenlake Solution. HPE authorized resellers may file a claim, but it must be on behalf of their end-user and will require a signed [Transfer of Ownership document](#) to be included with the claim information. This document can be uploaded along with the purchase Invoice within the first step of the claim process.
2. **Hewlett Packard Enterprise Company, HPE and Hewlett Packard Enterprise Industry Standard Server organization reserve the right to alter or withdraw this Program at any time.**
3. A quantity of one (1) Trade-Up server is permitted for every one (1) eligible new server purchase.
4. The following new purchased products are NOT eligible in this Program and, therefore, will not be used in the calculation of Trade-Up amounts
 1. Evaluation, Demo or used/excess/refurbished products
 2. Consumable supplies
 3. Line-item software
 4. Services
 5. Third-party products
5. Non-compliance with the Program guidelines and requirements may result in, but is not limited to, non-eligibility for the Program.

Trade-Up proof-of-ownership:

All Trade-Up equipment must have been originally purchased and currently located in the United States. The Customer must represent that it holds free and clear title to the equipment. The Customer must have used the server for its own business purposes and be the original warranty holder and not a leasing company, brokerage house or agent thereof.

Program steps and timing:

A Trade-Up cash back quote is only obtained when the end-user or HPE authorized reseller (whichever is the "Cash Back Designee") registers online and/or submits all required information. At that time a quote number is assigned.

- a. Complete the online request form if you have fewer than 5 servers. To request a quote for 5 or more servers please contact [customer service](#).
- b. If your request will require a pickup at more than one location, you will need to enter a separate claim for each pickup location.
- c. In order to be eligible for the HPE Hybrid IT Trade-Up Program, the End-User must purchase qualifying new HPE replacement servers within 90 days before the date of this quote. The purchase Invoice must contain the following items: name and address of the End-user customer, name and address of Channel Partner (if not purchased from HPE), model and serial number of the qualifying new HPE units. If you have not purchased your new HPE Server, you may investigate the potential Trade-Up amount by sending the Trade-Up and HPE Server information to [customer service](#).
- d. To submit a claim, select Start the Trade-Up process and complete the online process.
- e. You will be sent a Registration Confirmation email. Your request will then be reviewed and Trade-Up amount determined.
- f. If approved, you will be sent a Registration Approval email which will provide your Trade-Up amount. Also, you will be given a link to accept your Trade-Up amount, verify your pickup address, and confirm the mailing address for the check.
- g. Once the you've finished the online process, you will be sent a Confirmation email. The claim number listed in this Confirmation Email will now identify your claim thru the rest of the process.
- h. Next, you will be sent a Collection of Trade-Up Equipment email which contains an Excel file. Please complete the Excel file with information around the pickup of your Trade-Up unit(s) and email back to us.
 - i. Your pickup information will be forwarded to our Logistics team and an RMA# assigned to your pickup request.
 - j. The carrier assigned to your pickup request will work with the site contact to setup a pickup date and time. The pickup of the Trade-Up unit(s) must take place within 90 days of the Trade-Up quote.
- k. Once the Trade-Up unit(s) have been received, payment will be issued via Trade-Up cash back check within 45 days.
 - l. As this is a Program for Commercial Business customers (not individual consumers), all payments must be made to a Company and not an individual.
- m. The company accepting these Program Terms and Conditions must be the one making the Trade-Up cash back claim. The Trade-Up cash back check will be made out to the Cash Back Designee only.
- n. HPE will send you a Trade-Up Cash Back check for your product based on the used value it assigns to your product taking into account the product's present condition. You must state your Trade-Up product's condition accurately and to the best of your ability based on the guidelines posted on the site. HPE will

perform an inspection upon receipt of your product. If the product's condition differs materially from that which you described, HPE reserves the right to re-price your Trade-Up using the same condition parameters originally available to you.

Trade-Up pickup and delivery:

1. The customer is required to prepare the Trade-Up for shipment. This includes securing the Trade-Up equipment either in boxes or on pallets (as directed by Trade-Up Headquarters) for pick-up at a loading dock by our designated delivery carrier. The customer must complete de-installation of the used equipment.
2. You agree to remove all data from your current product before shipping it. You are responsible for removing all data, including without limitation, any personally identifiable information or protected healthcare information, from your current product before shipping it. By sending HPE your product, you agree to release HPE from any claim as to the data stored in such product, or in any media or data storage device included with any product that you send to HPE, and for the security, integrity, confidentiality, disclosure or use of any such data. HPE and HPE will not be responsible for securing, protecting, keeping secret or otherwise managing any form of data or information that is stored on or otherwise contained in any product that you send to HPE (including any computer hard drive, ROM, CD-ROM, disk or other storage media of any form).
3. HPE will pay the Trade-Up shipping costs - subject to 1 above (quantity limits may apply).
4. The Trade-Up products must be located in the U.S.
5. Partial returns invalidate the quoted Trade-Up cash back amount. HPE will not be required to honor quoted Trade-Up cash back amounts on equipment that is returned beyond the date specified on the Trade-Up Agreement.

Receipt and validation of Trade-Ups by HPE:

1. **HPE shall not be responsible for the loss, safekeeping, or maintenance in confidence of any data resident on the Trade-Up products.**
2. The Trade-Up product serial number, model number, its configuration and condition must match what was provided to HPE according to the Trade-Up Program instructions. If they do not match, HPE reserves the right to recalculate the Trade-Up cash back quote value or return the Trade-Up product, if possible. If the product is returned, the Cash Back Designee will be responsible for any and all associated shipping costs.
3. **The Trade-Up products must be complete and in good working condition.** "Complete" means that the Trade-Up products will include, at a minimum, all hardware, software and component parts and copies of all applicable license(s) needed for the Trade-Up products to execute a POST (Power On Self Test). "Good working condition" means that, at a minimum, all parts of the Trade-Up products will operate in accordance with their specifications.
4. Upon receipt and prior to issuance of any cash back, all Trade-Up products are subject to inspection and acceptance by HPE per sections (2) and (3). If Trade-Up products are not delivered to HPE within the timeframe as set forth above, or are not delivered to HPE "Complete" (defined as including all components as listed in the Trade-Up Agreement) and in "good working condition" (defined as successfully booting and executing a POST – power-on self-test), HPE reserves the right to recalculate the Trade-Up cash back value or return the Trade-Up product to the customer, if possible. If the product is returned to the customer, the Cash Back Designee will be responsible for any and all associated shipping costs.
5. The end-user and HPE authorized reseller (if the reseller is the Cash Back Designee) each warrants that the

Trade-Up products are free of any liens or encumbrances, including third-party software which may not be transferred or for which royalties are due. The end-user and HPE authorized reseller each shall indemnify HPE from all claims or losses sustained by HPE as a result of any breach of this warranty.

6. Risk of loss for the Trade-Up products shall remain with the end-user or HPE authorized reseller (as determined between end-user and HPE authorized reseller) until delivery of the same to HPE's designated carrier.
7. The delivery of the Trade-Up products to HPE's carrier shall be final and effective to transfer title of such products to HPE free and clear of all liens and other encumbrances. No Trade-Up products or any part thereof will be returned to the customer.
8. Title of the Trade-Up product passes at the earlier of either the Cash Back Designee receiving the Trade-Up cash back or HPE's carrier has picked up the Trade-Up product.

Transmission errors:

HPE makes every effort to ensure the accuracy of all information that you receive in relation to your Trade-Up product. In the event of typographical errors, technical inaccuracies, or product pricing errors or omissions, HPE reserves the right to correct the error within seven calendar days of the trade. If HPE corrects the error, HPE will provide you with the following options: (1) to proceed with the transaction based on the corrected information; or (2) to cancel your transaction, in which case HPE will promptly send the Trade-Up product back (if possible) or replace it with like product (i.e., similar make, model and condition).

Fraudulent claims:

Submitting false claims for Program benefits will disqualify end-user's or HPE authorized reseller's claim, make end-user or HPE authorized reseller ineligible for future participation in HPE Programs, and may subject end-user or HPE authorized reseller to civil liability or criminal prosecution.

Program changes or termination:

This Program is subject to change or termination at any time, without notice, by Hewlett Packard Enterprise Company. All Trade-Up transactions are subject to the approval of Hewlett Packard Enterprise.

These terms and conditions are governed by and construed in accordance with US law, and no conflict of laws provisions of any jurisdiction will apply to these terms and conditions. By agreeing to these terms and conditions, you agree that any action at law or in equity arising out of or relating to these terms and conditions will be filed only in state or federal court located in US and you hereby irrevocably and unconditionally consent and submit to the exclusive jurisdiction of such courts over any suit, action or proceeding arising out of these terms and conditions.

Accelerated Server Trade-Up Program Supplemental Program to the HPE Hybrid IT Trade-Up Program for U.S.

This Accelerated Server Trade-Up Program terms constitute a supplement to the HPE Hybrid IT Trade-Up Program for U.S. (www.hpe.com/us/ProLianttradein) and the HPE Hybrid IT Trade-Up Program Terms & Conditions (collectively "**Trade-Up Program**").

In the event of any conflict between the Accelerated Server Trade-Up Program and the Trade-Up Program, the Accelerated Server Trade-Up Program will prevail. Capitalized terms not otherwise defined in the Accelerated Server Trade-Up Program are defined in the Trade-Up Program.

The Accelerated Server Trade-Up Program is offered in addition to the Trade-Up Program, under the following terms and conditions:

1. In addition to the Cash Back, HPE will offer a \$300 (three hundred dollars) or \$600 (six hundred dollars) Trade-Up cash back for each qualified Trade-Up server and purchase of a new HPE server depending on the Trade-Up server manufacturer.
2. The trade- in ratio shall be 1 Trade-Up qualified server to 1 HPE server.
3. Each customer will be allowed to claim up to a maximum of 100 Trade-Up servers if HPE branded Trade-Up servers and a maximum of 40 Trade-Up servers if Competitor branded Trade-Up servers.
4. This Program is a limited offer and shall automatically expire, without notice, once the fixed number of qualifying claims is reached. HPE may amend this site at any time by posting the amended terms on this site. Terms are effective immediately upon posting.
5. The terms and conditions of the Trade-Up Program that has not been modified due to the Accelerated Server Trade-Up Program will remain in full effect and shall be binding for the parties.
6. Including the Trade-Up hard drives and memory is not necessary in order to receive the qualifying amount for the Accelerated Server Trade-Up Program.
7. This offer cannot be combined with Offer HPE Synergy Chassis and Compute Module Trade-Up.

HPE Synergy Chassis and Compute Module Trade-Up

By **July 31, 2022**, take advantage of these HPE Synergy Trade-Up offers:

- | \$2,000 for the Trade-Up of HPE Blade Chassis towards the purchase of HPE Synergy Chassis
- | \$500 for the Trade-Up of any server towards the purchase of HPE Synergy Compute Modules
- | The maximum cash back per claim is \$40,000
- | This offer cannot be combined with Offer Accelerated Server Buy Back Program.
- | The trade- in ratio shall be 1 Trade-Up qualified server to 1 HPE server.