

## Frequently Asked Questions

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### Q : What is the program about?

This program allows you to bring the benefit of a cash-back to your customers when they replace their used IT products against the purchase of eligible new HPE Products.

### Q : Who is the target? Who can use it?

Only HPE Channel Partner are allowed to raise applications for participation in this program. Channel Partners are claiming on behalf of their customers.

### Q : Does any partner participate to this program?

The Channel Partners participating must be at least HPE Business Partner level and capable to deliver and support the solution proposed.

### Q : Which products are accepted for return?

Returned products and new HPE Products must belong to the same product category or use, e.g. Servers can be returned against Servers, Switches can be returned against Switches, etc... Return products must not be contaminated with biological, chemical or radioactive materials

### Q : Is it available in my country? If not, how does it work?

Please access the web portal [www.hpe.com/eu/tradein](http://www.hpe.com/eu/tradein) and select your country from the Geo-Locator.

After having done this, all programs available will be displayed in the respective product categories.

Please note, some countries are merged into clusters, e.g. "Middle East", in such case please open the start the registration process with the program you were looking for and right at the start, you'd have to select the country from a list.

If your country is not listed in the Geo-Locator, nor at the program start page the program can't be offered due to process or compliance constraints.

In such case please contact your sales account manager for information about local solutions for asset disposal or buy-back.

### Q : How is the refund value calculated?

Calculation of the refund is based on number of points assigned to the products.

For new HPE Products and Return Products in the Switches, Transceivers and Routers categories, points are equal to the functioning network ports in each product.

In the Wireless Access Points and Access Controllers categories, points refer to the quantity of products.

To attain the maximum refund for each HPE Product, the points for the corresponding Return Products must be equal to or greater than the points assigned to the new HPE Product.

If you are offering fewer points with the Return Product than purchased new, your cash back amount will be pro-rated.

### **Q : Are there any advantages if I return non-HPE branded product?**

Yes, with some programs more favorable refund values are assigned with non HPE brands.

With the HPE Aruba Program HPE increase the refund amount for Switching category by 30% when Cisco products are returned.

### **Q : Who receives the cash-back? Is it the partner or the end-user?**

The intention of the program is to provide the incentive to the end-customer for taking the decision to upgrade his IT infrastructure with HPE Products.

The program customization actually supports both options for routing the payment. At the time the request is created we ask for role specification, differentiating between 'Actor', the person or company raising the request for participation and 'Beneficiary', the person or company receiving the refund:

1. Is the End-User customer the beneficiary, contact details, VAT ID as applicable and Bank account information are expected pointing to the End-User customer.
2. Is the Channel Partner the beneficiary and the above data refers to the Partner, a transfer of ownership certificate must be provided with the claim, to confirm the partner has been authorized by the end customer to return their equipment.

### **Q : Which information do I have to provide?**

- For new products: Customer invoice, product number and serial number
- For returned products: Manufacturer, Model and (optional) further product attributes (e.g. Number of ports or raw capacity in TB, dimensions and weights)
- Personal Details: Bank details, E-mail address and Pick-up address

### **Q : How can I get a quotation easily without filling detailed information (such as serial number for instance)?**

The process can be split into 2 steps:

1. When initiating a request or application for participation you have to provide some basic product information on new HPE Product and Return Product, with completion of this initial step, a non-binding quote is provided.
2. With some programs this document can be shared via email and re-accessed with a unique link provided in that email.

Or, you can continue after the quotation step, complete your application with address information and submit to HPE for approval.

**Q : How can the registration process be shortened?**

For Channel Partners who are likely to raise applications frequently we recommend to create a personal account to store and recover Reseller address information to be automatically populated with creation of a request.

By clicking the →Login link in the top right corner of the web template an account can be created, or if already done so, logged in to enable the data pre-population feature.

**Q : Who is in charge of the collection of old equipment?**

HPE is contracting with a certified carrier to collect the equipment on the agreed date and location. The charges for the collection are carried by HPE. This is free of charge for the participant.

**Q : What if the customer has already received some big deal discount, will he be eligible for participation?**

This is different by program. Please read the specific program terms. If the program terms not explicitly exclude participation with deal discount you can assume it is allowed.

However, when combined with deal discounts, the refund amount may be adjusted in dependency to other discounts granted with this transaction.

**Q : Do claim and purchase of the HPE Products have to be in the same country?**

Yes, the purchase of the HPE Product and collection address of Product(s) for return must be within the same country the Participant registered with the Program.

Applications for collection outside the country borders or from offshore locations cannot be accepted.

**Q : Where can I get further information on the program?**

You can obtain information about the program, create a quote, apply for participation and submit a claim on the web site [www.hpe.com/eu/tradein](http://www.hpe.com/eu/tradein).

**Q : What happens if return products are obviously non-functional or the list of equipment does not represent what is actually returned?**

In such instances, HPE reserves the right not to pay any refund value or to debit the difference between the stated and actually returned product when the refund value is less.

**Q : When should I submit the request?**

Depending on Program process 2step or single step.

With 2 step programs an application to participate has to be submitted before purchase and requires HPE approval before a claim can be raised.

Requests with single step programs (or requests from approved applications) should be raised within 30 days after date of purchase (end-customer invoice date).

**Q : When should I have made the return products available for collection?**

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

**Q : When will the cash back be paid?**

HPE will transfer cash-back directly to the provided bank account within 45 days after the collection and satisfactory audit of the return products.

**Q : How can I get support with large requests containing a lot of products?**

If you have more than 20 products with a claim, the Customer Service Center will be happy to support you. Please, use the contacts provided below.

**Q : How can I contact a helpdesk?**

If you need any help, please contact the HPE Global Promotion Services Team by:

- Phone: +49 7031 7632 427
- email: trade-in@tpps.mail.hpe.com
- or completing the online form by clicking the “→Contact” link provided top left on the program web site.