

COMPAQ WORKSTATION TRADE-IN PROGRAM

USA VERSION
01/00 REVISION

The Compaq Professional Workstation Trade-in Program offers you an easy way to migrate your investment in older Compaq and non-Compaq workstations or PCs to improved levels of performance and reliability. Sponsored by Compaq Financial Services, this program will accept trade-ins of certain Compaq and non-Compaq workstations or PCs in conjunction with the acquisition of new Compaq Deskpro and Professional Workstations. Through this simple, hassle-free program, you can start the trade-in process in a matter of minutes.

TRADE-IN CREDITS

This program offers aggressive trade-in credits accompanied by the industry's most user friendly trade-in process. It requires that you simply lease from Compaq Financial Services or purchase from Compaq or a Compaq Authorized Reseller, a qualified new Compaq Deskpro or Professional Workstation for each returned workstation or PC. Using the Trade-In Credit Table below, you can calculate your trade-in credit. Compaq Financial Services will even provide you with packing materials at no additional charge and will pay the shipping costs for delivery of your trade-in equipment to a Compaq Financial Services processing center.

Trade-In Credit Table

Eligible New Compaq Deskpro and Professional Workstations	Trade-In Credit
Deskpro Workstation AP240	\$300.00
Professional Workstation AP200	\$300.00
Professional Workstation AP400	\$300.00
Professional Workstation AP500	\$300.00
Professional Workstation AP550	\$300.00
Professional Workstation SP700	\$400.00
Professional Workstation SP750	\$400.00

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QUALIFIED TRADE-IN UNITS

Compaq Financial Services will accept only workstations or PCs that contain 486 or greater processors that were manufactured by one of the vendors listed below. These workstations must also be configured with at least one (1) qualified processor, 32MB of system RAM and 1GB of storage.

Accepted Workstation Trade-Ins		
Manufacturers	Models	Processors
Compaq, DEC, Apple, Dell, HP, IBM, Intergraph, SGI, Sun	All Workstation or Desktop PC Products	486, Pentium, Pentium Pro, Pentium II & III, Pentium II & III Xeon

QUALIFIED REPLACEMENT UNITS

To qualify for this trade-in program, you must purchase at least one new Compaq Professional Workstation for each returned workstation or PC. ***This trade-in program cannot be combined with any other special discounting.***

If you have questions concerning this program, contact the Trade-In Center at (800) 277-8988.

PERFORMING THE TRADE-IN

Phase I - Information Gathering

1. Review this program in its entirety and verify that the workstation you intend to trade-in meets the following eligibility standards:
 - 486 or greater processor
 - Manufactured by either Compaq, DEC, Apple, Dell, HP, IBM, Intergraph, SGI or Sun
 - Equipment is in good working order and repair
 - System contains at least one qualified processor, 1GB of storage and 32MB of system RAM
2. Determine which new Compaq Professional Workstation you will be purchasing or leasing. The Trade-In Credit Table (on page 1) lists the eligible Compaq replacement workstations and the trade-in credit values.
3. Purchase your new qualified Compaq Professional Workstations. Once you have received your new workstation, fill out the Trade-In Worksheets beginning on page 6 and fax them to Compaq Financial Services along with a copy of your invoice to (888) 202-4592. Your trade-in request must be received within **60 days** of your new workstation's invoice date.
4. Compaq Financial Services will qualify your trade-in request and send you a Trade-In Agreement that clearly states your trade-in credit, as well as information on how to return your old workstation. Sign and mail the original copy of the Trade-In Agreement to Compaq Financial Services at the following address:

**2 Results Way MR02-3 D8
Marlborough, MA 01752
Attn: Trade-In Programs**

Phase II - Executing the Trade-In

5. When returning your old workstation, trade-in units must be picked up by Compaq Financial Services within **90 days** of the new workstation invoice date. At no additional cost, Compaq Financial Services will ship packing materials and coordinate the pickup of trade-in equipment with our designated carrier. Customers will be responsible for packing their trade-in equipment in the provided materials. In certain circumstances, Compaq Financial Services will offer customers the option of special packing services for an additional charge.

Phase III - Receiving your Trade-In Payment

6. Once the equipment is received, Compaq Financial Services will inspect it to see that it is in good working order and repair. A physical inventory will also be performed and the results compared to the product information that you had provided to Compaq Financial Services.
7. If there are no discrepancies and the equipment meets program eligibility standards, a check will be issued within 30 days of equipment retrieval directly to you or your Compaq Authorized Reseller to be applied toward the purchase of your new equipment.

Discrepancy Resolution

Upon inspection, if Compaq Financial Services should determine that the equipment is not in good working order and repair or does not meet program eligibility standards, you will be notified and presented with two options.

- **Option 1** - Compaq Financial Services sends the equipment back, at Compaq's expense, to you and no credit will be granted for the equipment in question.
- **Option 2** - Compaq Financial Services will provide you with a modified trade-in quote based on the condition of the equipment. If you accept, then the new quote will apply. If you decline, then the equipment will be returned at Compaq's expense.

All discrepancies will be managed by the Compaq Financial Services Trade-In Center.

GENERAL TERMS AND CONDITIONS

- The Compaq Professional Workstation Trade-In Program is available to U.S. Commercial Customers only. Authorized Compaq Resellers may participate in the program only when acting on behalf of a U.S. Commercial Customer. Customers and Authorized Compaq Resellers participating in this program must abide by these program terms.
- Compaq and Compaq Financial Services reserve the right to alter or withdraw this program at any time.
- This program cannot be combined with any other special discounting or promotion.
- All trade-in equipment must have been originally purchased and currently located in the U.S. Customer must represent that it has holds free and clear title to equipment. The customer must have used the workstation for its own business purpose and is the original warranty holder and not a leasing company, brokerage house or agent thereof.
- All trade-in workstations must have been purchased as new from the manufacturer. Refurbished workstations are not eligible for credit.
- Only a dated invoice made out to the customer for the new workstations purchased in the U.S. will be accepted as proof of purchase.
- Partial returns invalidate the quoted trade-in credit amount. Compaq Financial Services will not be required to honor quoted trade-in credit amounts on equipment that is returned beyond the date specified on the Trade-In Agreement.
- Non-compliance with the program guidelines and requirements may result in, but is not limited to, non-eligibility in the program.
- Trade-in credits will be provided when customers lease their new qualified Compaq Professional Workstations with Compaq Financial Services or purchase the new Compaq Professional Workstations from a Compaq Authorized Reseller. Trade-in credits will not be paid to customers who lease their new qualified Compaq Professional Workstations with another leasing company.
- Compaq Financial Services will not be responsible for trade-in credits that are delayed due to Compaq product availability.
- Not all of the terms and conditions of this program are summarized herein. The complete terms and conditions of a trade-in will be contained in the Trade-In Agreement between the customer and Compaq Financial Services. To obtain a copy of the Trade-In Agreement form, contact the Trade-In Center at (800) 277-8988.

COMPAQ WORKSTATION TRADE-IN PROGRAM *(cont.)*

QUESTIONS AND ANSWERS

Q1. Why are workstation and PC trade-ins limited to only selected manufacturers?

Compaq has identified workstations and PCs that are most commonly used in corporate environments. Fill out the Trade-In Worksheets and fax them to Compaq Financial Services along with a copy of your invoice to (888) 202-4592. The Trade-In Center will contact you about your request. Exceptions may be made on a case by case basis.

Q2. Who should pack the workstation being returned for credit?

Compaq Financial Services will ship packing materials and coordinate the pickup of trade-in equipment with a designated carrier. The cost of packing material and shipping is borne by Compaq Financial Services. Customers are responsible for packing their trade-in equipment in the provided materials. In certain circumstances, Compaq Financial Services will offer the option of packing services for an additional charge.

Q3. How will the trade-in credit be paid?

A customer can choose to have the check paid to itself or to the reseller providing the new qualified Compaq Professional Workstations. With the second option, the customer may choose to purchase the new Compaq workstations at net cost and have the trade-in proceeds sent to its reseller, subject to agreement with the reseller. If there are no discrepancies in the products received and the equipment is in good working order and repair, a check will be issued within 30 days of equipment pickup.

Q4. When does this program end?

The Compaq Professional Workstation Trade-In Program is intended to be a permanent offering. However, Compaq reserves the right to withdraw or alter the program at any time. In the event of a change to the program terms or conditions, Compaq will honor all pending trade-in requests.

Q5. What if I would like to trade-in more old workstations and/or PCs for fewer new Compaq Professional Workstations?

While this program supports "one-to-one" workstation trade-ins, multiple workstations or PCs may be consolidated for trade-in towards the purchase of one or more new workstations. Compaq Financial Services may accept additional workstations at the customer's request, fill out the Trade-In Worksheets and fax them to Compaq Financial Services at (888) 202-4592 and the Trade-In Center will contact you about your request.

Q6. Can I use anything other than an invoice to document my purchase?

No. Compaq Financial Services can only accept a dated customer invoice as proof of purchase. Packing slips, purchase orders or other documentation will not be accepted.

Q7. Who do I contact to check on the status of my reimbursement request?

Please call the Compaq Financial Services Trade-In Center at (888) 337-8733 or (508) 467-5668.

CUSTOMER INFORMATION

CUSTOMER		
Company		
Contact		
Phone	Fax	
Street Address		
City	State	Zip

COMPAQ AUTHORIZED RESELLER		
Company		
Contact		
Phone	Fax	
Street Address		
City	State	Zip
Reseller ID		

COMPAQ SALESPERSON / TELESales PERSON	
Contact	
Phone	Fax

PLEASE NOTE:

- ❖ For questions, contact the Compaq Financial Services Trade-In Center at (888) 337-8733 or (508) 467-5668
- ❖ Information forms can be sent to Compaq Financial Services by faxing to (888) 202-4592, e-mailing to Trade-In@Compaq.com, or mailing to 2 Results Way, MR02-3 D8, Marlborough, MA 01752, Attn: Trade-In Programs

EQUIPMENT INFORMATION

TRADE-IN WORKSTATION PRODUCT INFORMATION

Part Number	Serial Number	Manufacturer	Model	Processor Type	Processor Speed	Hard Drive Size	RAM

NEW COMPAQ PROFESSIONAL WORKSTATION PRODUCT INFORMATION

Part Number	Serial Number	Model / Description	Purchase Date

PICK-UP INFORMATION

EQUIPMENT LOCATION

Pickup Date	Packing Material Required? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Company		
Contact		
Phone	Fax	
Street Address		
City	State	Zip

REMITTANCE

send refund check to (and make payable to):

Customer <input type="checkbox"/>	Reseller <input type="checkbox"/>	
Company		
Contact		
Phone		
Street Address		
City	State	Zip
Corp. Tax ID		
Customer Signature	Date	