

XP1000 PROMOTION

COMPAQ PROFESSIONAL WORKSTATION TRADE-IN PROGRAM

USA CUSTOMER
VERSION

The Compaq Professional Workstation Trade-in Program offers you an easy way to migrate your investment in older workstations, personal computers, and servers to improved levels of performance and reliability. Sponsored by Compaq Capital, this program will accept trade-ins of Compaq and non-Compaq computers in conjunction with the acquisition of new XP1000 Compaq 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, sponsored by Compaq Capital, will offer trade-in credits for units that are in good working order and repair. It requires that you simply purchase from a Compaq Authorized Reseller or lease from Compaq Capital, one new Compaq Professional Workstation XP1000 for each returned unit. You will automatically receive an \$800 trade-in credit toward the purchase or lease of your new XP1000. Compaq Capital will 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 Capital processing center.

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New Compaq XP1000	Trade-In Credit
Compaq Professional Workstation XP1000	\$800

QUALIFIED TRADE-IN UNITS

Compaq Capital will accept systems that contain 286 or greater processors and were manufactured by one of the vendors listed below. Should you wish to trade-in a system not listed, simply contact the Trade-In Call Center at (800) 344-4825 (mention code AML) for exception processing. We will let you know if, and on what terms, any credit may be available.

Manufacturers
Compaq
Digital
HP
IBM
Dell
Sun
Intergraph
Silicon Graphics

QUALIFIED REPLACEMENT UNITS

To qualify for this trade-in program, you must purchase at least one new Compaq Professional Workstation XP1000 for each returned system.

This trade-in program cannot be combined with any other special discounting without Compaq's permission.

If you have questions concerning this program, contact the Trade-In Call Center at (800) 344-4825 (code AML).

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PERFORMING THE TRADE-IN

Phase I - Information Gathering

1. Review this program in its entirety and verify that the system you intend to trade-in meets the following eligibility standards:
 - 286 or greater processor
 - Manufactured by either Compaq, Digital, HP, IBM, Dell, Sun, Intergraph, or SGI
 - Equipment is in good working order and repair
2. Determine which new Compaq Professional Workstation XP1000 you will be purchasing or leasing. You will automatically receive an \$800 trade-in credit toward the purchase or lease of your new XP1000.
3. Purchase your new Compaq Professional Workstation. Once you have received your new Compaq Professional Workstation, fill out the Trade-In Worksheets beginning on page 6 and fax them to Compaq Capital along with a copy of your invoice at (888) 202-4271. Your trade-in request must be received within 30 days of your new workstation's invoice date.
4. Compaq Capital 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 system. Sign and return the Trade-In Agreement to Compaq Capital by faxing a copy to (888) 202-4271, and mailing the original to the following address:

100 Woodbridge Center Drive, Suite 202
Woodbridge, New Jersey 07095
Attn: Compaq Trade-In Programs

Phase II - Executing the Trade-In

5. When returning your old system, trade-in units must be picked up by Compaq Capital within 90 days of the new workstation invoice date. At no additional cost, Compaq Capital 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 Capital 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 Capital 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 Capital.
7. If there are no discrepancies and the equipment meets program eligibility standards, a check will be issued within 20 business 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 Capital 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.

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- **Option 1** - Compaq Capital sends the equipment back, at Compaq's expense, to you and no credit will be granted for the equipment in question.
- **Option 2** - Compaq Capital 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 Capital Trade-In Call Center.

GENERAL TERMS AND CONDITIONS

- Resellers and customers participating in this program must abide by these program terms.
- Compaq and Compaq Capital reserve the right to alter or withdraw this program at any time.
- This program cannot be combined with any other special discounting or promotion without Compaq's permission.
- Customer must represent that it has held free and clear title to equipment traded-in under this program for at least 90 days prior to trade-in.
- This program is only available to commercial customers and resellers in the U.S. All trade-in equipment must have been originally purchased and currently located in the U.S.
- In the case of a customer purchase of new Compaq workstations, 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 and will be used to determine the trade-in credit amount. In the case of a lease from Compaq Capital of the new Compaq workstations, the trade-in credit amount will be calculated using the reseller invoice made out to Compaq Capital.
- Partial returns invalidate the quoted trade-in credit amount. Compaq Capital 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.
- Refurbished systems are not eligible for credit.
- Trade-in credits will be provided when customers lease their new qualified Compaq Professional Workstation XP1000 from Compaq Capital or purchase the new Compaq Professional Workstation XP1000 from a Compaq Authorized Reseller. Trade-in credits will not be paid to customers who lease their new qualified Compaq server with another leasing company.
- Compaq Capital 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 Capital. To obtain a copy of the Trade-In Agreement form, contact the Trade-In Call Center at (800) 344-4825 (code AML).

QUESTIONS AND ANSWERS

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

Compaq has identified computer systems that are most commonly used in corporate environments. If you have a system that is not covered under this program, contact the Trade-In Call Center at (800) 344-4825 (code AML). Exceptions may be made on a case by case basis.

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

Compaq Capital will ship packing materials and coordinate pickup of trade-in equipment with a designated carrier. The cost of packing material and shipping is borne by Compaq Capital. Customers are responsible for packing their trade-in equipment in the provided materials. In certain circumstances, Compaq Capital 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 Workstation XP1000. With the second option, the customer may choose to purchase the new Compaq Professional Workstation XP1000 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 20 business days of equipment pickup.

Q4. What does the Trade-In Agreement cover?

The Trade-In Agreement is a contract between Compaq Capital and the customer. This document will address issues such as: the agreed upon trade-in credit amount, the time frame for returning the trade-in server, and other terms and conditions. Compaq Capital will not accept any equipment returns until receiving the signed Trade-In Agreement.

Q5. What if I would like to trade-in more old systems for fewer new Compaq Professional Workstations?

Compaq Capital will calculate the trade-in credit amount based only upon the number of new Compaq Professional Workstation XP1000s that are purchased. Compaq Capital may, however, accept additional systems at the customer's request. Contact the Trade-In Call Center at (800) 344-4825 (code AML) for details.

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

Contact	
Phone	Fax

PLEASE NOTE:

- ❖ For questions, contact the Compaq Capital Trade-In Call Center at (800) 344-4825 (code AML)
- ❖ Information forms can be sent to Compaq Capital by faxing to (888) 202-4271, e-mailing to Trade-In@Compaq.com or mailing to 100 Woodbridge Center Drive, Suite 202, Woodbridge NJ 07095, [Attn: Compaq Trade-In Programs](#)

EQUIPMENT INFORMATION

TRADE-IN PRODUCT INFORMATION

Qty	Manufacturer	Model / Description	Processor	Serial Number

NEW COMPAQ XP1000 PRODUCT INFORMATION

Qty	Part Number	Model / Description	Purchase Date	Serial Number

PICK-UP INFORMATION

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

REMITTANCE		
Send refund check (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	