

# HP Trade-in

- 1 School orders devices from RM**
- 2 RM sends school trade in codes**
- 3 School logs codes & uploads invoice at [www.hpfe.com](http://www.hpfe.com)**  
Within 30 calendar days of delivery
- 4 HP approve claim & send instructions on how to send back devices to school**  
Confirmation received from HP within 3 working days
- 5 School send devices back to HP as per instructions**  
Devices must arrive at HP within 30 calendar days of claim approval
- 6 HP confirm devices and subtract any damages/missing item cost from value** (School can accept or reject value quoted)  
Re-evaluations must be accepted or rejected by the school within 7 days
- 7 School receive funds in their "HP wallet" ([www.hpfe.com](http://www.hpfe.com)) and decide the split between BACs payment & wallet spend**  
Funds received within 15 days of validation
- 8 School load order(s) with RM for their contract and get it free/discounted**  
BACs will be transferred to the chosen bank account within 7 days, Wallet funds remain for 90 days