

Xerox Color Upgrade Program

Partner Frequently Asked Questions



The Xerox Color Upgrade Program provides rebates on the purchase of new Xerox® products for current Xerox® printer owners. This document is for use by Xerox Partners. It provides answers to common questions about the program as well as helpful links to additional resources.

What has changed since the last Xerox Color Upgrade program?

There are three changes.

- First, rebates will be set at fixed dollar amounts. You will no longer need to calculate percentages.
- Second, the two rebate tiers have been combined into a single tier.
- Third, rebates apply to printers and multifunction devices only. Accessories do not affect the rebate amount.

I issued a quote for an end-user last quarter. Will Xerox honor last quarter's discount if the deal closes this quarter?

No. The Xerox Color Upgrade Program has clear start and end dates. The customer will be eligible for the following quarter's offer.

Who is eligible for the Xerox Color Upgrade Program?

U.S. end-users with a valid U.S. mailing address. Rebates are not available to Xerox channel partners, resellers, agents, dealers, distributors, e-tailers or retailers.

Which products may my customer purchase in this program?

Xerox® color devices including letter-size printers and letter-size multifunction printers and all Xerox® tabloid-size printers. See rebate charts for full product list. Monochrome devices and A3 production equipment are not eligible.

Are there rebate offers for customers who don't qualify for the Xerox Color Upgrade program?

Yes, there are two programs.

- The Xerox Current Customer Rebate offers rebates of up to \$500 for purchasing a new device.
- Non-Xerox owners may qualify for the Xerox Trade-In Program. These customers may qualify for a rebate of up to 10% (or up to \$610) of the ERP of the new Xerox device. For details, see xerox.tradeups.com.

Where can end-users purchase their new Xerox printer or MFP?

End-users can purchase eligible Xerox products directly from an independent Xerox authorized channel partner or Shop Xerox. This program is not available for purchases or leases directly from Xerox, Xerox affiliates or subsidiaries.

How soon can end-users expect to receive their rebate checks?

Customers should receive their check within 1 to 2 weeks of claim approval.

Does the currently owned Xerox® printer need to be working?

Yes. To be eligible, end-users must be able to print a start-up or configuration page to show the serial number and total pages printed. No exceptions will be made to this rule.

Will exceptions be made if an end-user is just a few pages short of qualifying for one of the rebate levels?

No. If they choose to wait, an end-user can continue to print on their current device until they reach the level necessary to qualify for the rebate.

Can end-users with special pricing (SMEs) or bid pricing participate?

No.

Can the Xerox Color Upgrade Program rebate be combined with other special offers?

No. The rebate cannot be combined with other back-end rebates or special pricing.

Are there end-user-facing resources?

Yes. End-users can find program information, terms and conditions and a printable flyer at xerox.com/printer-upgrade.

Are there partner-facing resources?

Yes. Partners can find customizable flyers, rebate details sheet and more at partnerportal.xerox.com.

As a government agency, my customer is unable to claim a back-end rebate. May I claim the rebate on behalf of my customer?

No. To qualify, the organization must be able to accept a check. Rebate payments will only be addressed to the end-user.

Still have questions? Contact your Xerox Authorized Channel Partner.

