

IBM 4840 SurePOS 500 Series Trade-in program

IBM United States Business Partner Announcement 504-224
September 7, 2004

Payment request form (504-224)

IBM 4840 SurePOS 500 Series Trade-in program

The offer

To qualify for a trade-in payment, you must have traded in to IBM a selected designated installed IBM 4840 SurePOS 500 Series Point of Sale System (Replaced Machine) and acquired an eligible new IBM 4840 SurePOS 500 Series Model 5X3, WX3, or XXZ Point of Sale System (Replacement Machine).

All information requested on this Payment request form and all documents required to be submitted to the IBM BPSO Trade-in Desks and IBM Redemption Center, must be complete in order for a trade-in payment to be processed.

Only one designated installed Replaced Machine can be returned per eligible new Replacement Machine acquired.

Qualifying/Eligible products

Trade-in payments under this program depend on the model of the designated installed Replaced Machine. The following trade-in payments apply:

Designated installed Replaced Machines

Description	Machine type	Model	Trade-in payment	
			U.S.	Canada
SurePOS 500	4840	521	\$400	\$533
		531	400	533
		541	400	533
		551	400	533
		561	400	533
		52i	400	533
		53i	400	533
		54i	400	533
		55i	400	533
		56i	400	533
		651	400	533
		65i	400	533
		532	600	800
		542	600	800
		552	600	800
		562	600	800
		642	600	800
		652	600	800
		53R	600	800
		54R	600	800
55R	600	800		
56R	600	800		
64R	600	800		

65R 600 800

Eligible Replacement Machines

Description	Machine type	Model
SurePOS 500	4840	533
		53Z
		543
		54Z
		553
		55Z
		563
		56Z
		W33
		W3Z
		W43
		W4Z
		W53
		W5Z
		W63
		W6Z

Terms and conditions

1. In order to qualify for a trade-in payment, your invoice for an eligible Replacement Machine that is purchased must be dated on or after September 7, 2004.

For leased eligible Replacement Machines, signed and accepted Leasing Certificates of Acceptance or lease contracts with "Deemed Acceptance" must have a commencement date of on or after September 7, 2004.

The machine to be replaced must have been installed in your Enterprise as of the date the Trade-in Agreement is signed. The Replacement Machine must be installed in the same Enterprise. The Replacement Machine and Replaced Machine must both be identified on the Agreement, including machine type, model, and serial number.

2. Trade-in of the Replaced Machine must occur no later than three months after your invoice date or lease commencement date for the eligible IBM Replacement Machine. IBM Business Partner Support Operations (BPSO) will arrange for the pickup and return of the Replaced Machine.

The Replaced Machine to be returned to IBM must be in the same configuration (machine type, model, and all features) as installed on the date you signed the Trade-in Agreement.

In the United States and Canada, when you are ready to return a designated Replaced Machine, send an e-mail to tradein@us.ibm.com. The e-mail must be received no later than three months after your invoice date or lease commencement date of the Replacement Machine. You must request a bill of lading from the carrier which shows the machine type, model and serial number of the designated Replaced Machine that was picked up. The bill of lading is the proof of trade-in you are required to submit to the IBM Redemption Center as part of your documentation package requesting a trade-in payment.

3. The Replaced Machine must be disconnected and prepared for shipment before pickup. Remove any alterations, non-IBM attachments, and data. All associated items such as cables, logic manuals, terminators, and power cords should be included with the Replaced Machine. You are responsible for disconnecting the Replaced Machine and preparing it for shipment before pickup. It is not necessary for IBM Service to pack

the machine for shipment. However, if you request that IBM pack the machine for shipment, you will be billed for this service.

4. You must have a clear title to the Replaced Machine, free of any encumbrances, at the time it is picked up by IBM's designated carrier.
5. Your Business Partner must have sent copies of the following to the IBM BPSO Trade-In Desk within seven (7) U.S. business days of your invoice date or lease commencement date of the Replacement Machine:
 - a copy of your Replacement Machine invoice, or
 - a copy of your signed and accepted Leasing Certificate of Acceptance or lease contract with "Deemed Acceptance" for the Replacement Machine

— and —

- a copy of the signed IBM Agreement for Trade-in of End User Machines (Z125-5842) in the United States, or
 - a copy of the signed IBM Trade-In Program Agreement (Form E0948) in Canada
6. You must send copies of the following documents to the IBM Redemption Center:
 - This completed and signed IBM 4840 SurePOS 500 Series Trade-in program payment request form.
 - A copy of the IBM Agreement for Trade-in of End User Machines (Z125-5842) in the United States, or a copy of the IBM Trade-In Program Agreement (Form E0948) in Canada.
 - As proof of acquisition, send in a copy of your invoice, or a copy of your signed and accepted Leasing Certificate of Acceptance or lease contract with "Deemed Acceptance" for the eligible new Replacement Machine.

Your invoice, Leasing Certificate of Acceptance or lease contract with "Deemed Acceptance" for the Replacement Machine must either be typewritten or computer generated, and itemized to show machine type, model, serial number, and purchase price or amount financed. Handwritten or altered documents will not be accepted.

The name and company appearing on this form must match the information provided on your invoice, Leasing Certificate of Acceptance or lease contract with "Deemed Acceptance".

- As proof of trade-in, send in a copy of the carrier's bill of lading, listing by machine type, model and serial number the designated Replaced Machine that was picked up. The bill of lading must reflect "Trade-in" in the United States, and the RMA number in Canada.

The copies should be sent to:

IBM Corporation
Redemption Center — 5th Floor Lakeside Building
4111 Northside Parkway
Atlanta, GA 30327

Attn: IBM 4840 SurePOS 500 Series Trade-in program

Fax: 866-320-1685
E-mail: incent@us.ibm.com
Phone: 1-800-624-6875, option 1, extension 8-1108

7. The IBM Redemption Center will confirm receipt of your payment request. If you need to communicate with the IBM Redemption Center, send an e-mail and reference the "IBM 4840 SurePOS 500 Series Trade-in program" in the subject line.
8. Any request forms lost or misdirected by the Postal Service or other delivery service are not the responsibility of IBM or the IBM Redemption Center.
9. Allow six to eight weeks from the time IBM receives your complete and accurate documentation for your trade-in payment check/cheque to arrive.
10. This program is void wherever prohibited or restricted by law.
11. IBM reserves the right to modify or withdraw this program at any time.

Complete the following information

Replaced machine

Machine type	Model	Serial number
_____	_____	_____
_____	_____	_____
_____	_____	_____

Replacement machine

Machine type	Model	Serial number
_____	_____	_____
_____	_____	_____
_____	_____	_____

Total trade-in payment requested _____ (USD/CAD)

Contact information

Name (print clearly): _____

Company (if appropriate): _____

Address: _____

Mailing address (if different): _____

City: _____ State/Province: _____

Zip/Postal code: _____

E-mail address: _____

Daytime phone: _____

At your option, your payment check/cheque can be made payable to someone else, such as an Authorized IBM Business Partner. Provide the appropriate information below, if applicable. If you choose this option, you still must sign this form in order for the payment to be processed.

Make check/cheque payable to: _____

Company (if appropriate): _____

Address: _____

City: _____ State/Province: _____

Zip/Postal code: _____

Certification

I certify by my signature that the information I have entered on this request form is accurate and complete and that submission of this form is in accordance with the request form instructions.

Signature: _____ Date: _____

Title: _____

Company name: _____

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