

- Q: What is the process if we have an eligible model number in store that is not listed on the website?**
A: Contact ENERGY STAR and request that the model number be added to their qualified product list. Eligible product lists on the rebate website are updated every two weeks from ENERGY STAR. If the product manufacturer or model number is still not listed, instruct the customer to select "Not on List" from the model number drop down menu and key it manually.
- Q: Regarding out of state purchases, will Alabama accept sales tax being collected by neighboring states?**
A: Yes, purchases resulting in out of state sales tax will be accepted.
- Q: Are we asking the customers to self certify with respect to haul-away/recycling? No document from haul-away team required?**
A: Correct. Customers must self certify they are replacing an existing appliance.
- Q: Does the website open for reservations for at midnight on 4/19 or another time?**
A: The website will open for reservations at 12:01 AM 4/19.
- Q: Is there an expiration date on the VISA prepaid card? Any recourse for lost cards?**
A: Prepaid Visa cards are valid for 12 months from the date of issue. Lost or stolen cards are replaced at no cost to the consumer.
- Q: Will customers be required to submit UPC codes from the box, which may fall off during transfer and delivery?**
A: UPC codes are not required.
- Q: What is the maximum number of appliances that can be purchased? For example, if a customer purchases a washer, refrigerator and freezer, will all three receive the rebate?**
A: Rebates are limited to 1 per product category per address, up to 2 rebates total. The first 2 applications processed among the clothes washer, refrigerator and the freezer would be eligible for a rebate.
- Q: Is there a specified end date for the program, or does it run until funds are depleted?**
A: The official end date is February 2012, although we expect funds to be exhausted within several weeks of the launch.
- Q: If a retailer provides haul away and recycling, should the retailer provide the customer with a document to submit with their rebate application?**
A: Recycling and/or haul away documentation is not required for the Alabama Appliance Rebate Program.
- Q: Are online purchases eligible?**
A: No, online purchases are not eligible.



ALABAMA ENERGY EFFICIENT APPLIANCE REBATE RETAILER WEBINAR Q & A RESPONSE

MARCH 16, 2010

Q: If someone reserves funds before purchasing how long will it take for the money to be returned to the available funds total if a purchase is not made?

A: Funds are returned to the rebate budget if a customer's application is not received within 15 calendar days of the reservation.

Q: When can customers begin making reservations?

A: The reservation system will launch on April 19, 2010.

If you have additional questions about the Alabama Energy Efficient Rebate, please visit www.ALrebates.com or contact:

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