



## Guide for Arizona Consumers

### Introduction

Arizona customers who replace an existing appliance with a new ENERGY STAR qualified appliance purchased on or after July 1, 2010 are eligible to apply for the Arizona Appliance Rebate Program. Approved applicants will receive a Visa® prepaid card via mail. Purchase must be made in Arizona. Online purchases are not eligible for the rebate. This program ends on December 31, 2010, or as soon as funds are exhausted.

### Q & A

#### When does the program start and end?

The program begins on July 1, 2010 and ends on December 31, 2010, or as soon as funds are exhausted. Online purchases and purchases made prior to July 1, 2010 will not qualify for the rebate.

#### Who is eligible?

An Arizona consumer with a valid Arizona residential address who replaces an existing appliance with a new eligible ENERGY STAR qualified appliance and meets all program requirements and agrees to the program's terms and conditions will be eligible. Approved applicants will be mailed a Visa prepaid card to their Arizona residential address provided, with no exceptions. PO Boxes are not accepted without a valid street address. Rebates are not allowed for commercial endeavors.

#### How do I apply for these rebates?

Consumers can apply by completing the following process:

1. Purchase an eligible ENERGY STAR qualified appliance to replace an existing appliance from an Arizona retail location. Online purchases and purchases made before July 1, 2010 will be disqualified. Retailers and contractors can provide assistance with removal options.
2. Apply to reserve funds at [www.ArizonaRebates.com](http://www.ArizonaRebates.com) or by calling 1-877-307-5336.
3. Print the online application confirmation page. You will need to mail this page after with all supporting documents. Phone applicants will receive the application confirmation page by mail.
4. Complete the application form and make a copy for your records.
5. Mail the required materials within 15 days of the reservation. The original or a copy of the Appliance Energy Guide is required for this rebate.

#### Where must I buy the product?

Arizona consumers are required to purchase from an Arizona retailer. Retailers do not need to sign any agreement to participate in the program. Online purchases do not qualify.

#### How do I know if a product is ENERGY STAR qualified?

Current lists of qualifying models for each appliance category can be found at [www.ENERGYSTAR.gov](http://www.ENERGYSTAR.gov). Please reference the criteria set forth for this program carefully (see chart). If you are unsure, ask a retail sales associate or contractor for help to identify eligible products.

#### Can I receive a rebate for more than one appliance?

Yes. Arizona consumers may apply for one rebate per appliance category per household. For example, one refrigerator rebate plus one room air conditioner rebate would qualify. Applications for two room air conditioner rebates would not qualify.

#### Is appliance recycling required to be eligible?

Because this is an appliance replacement program, participants must self-certify that they have replaced existing appliances with a new ENERGY STAR qualified model. The State of Arizona strongly encourages consumers to properly recycle their old appliance. Retailers and contractors may provide assistance with removal options.

#### What is the Appliance Energy Guide?

The Appliance Energy Guide is found on all ENERGY STAR appliances and is yellow in color. The original or a copy is required for all appliance rebates to be fulfilled through this program. Please make a copy to keep for your records.

#### I bought several qualified appliances eligible for rebates. Can they be mailed in the same envelope?

No. Separate applications must be completed for each product purchased and mailed in separate envelopes to avoid delays in processing.





## Q & A, cont...

### Can I apply for the Arizona appliance rebate and the manufacturer's, retailer's, or utility rebate, or other government rebate or tax credit on the same appliance?

Yes, but consumers must follow each rebate sponsor's unique program rules and application instructions. All mailed appliance rebate materials become property of the State of Arizona and will not be returned. Consumers should make copies of all receipts and invoices, as the originals may be required for other rebate offers. Copies of the original sales receipts are acceptable for this program.

### How often are available funds updated?

They are calculated and communicated in real time at [www.ArizonaRebates.com](http://www.ArizonaRebates.com) and 1-877-307-5336.

### How will applications be verified?

Every rebate application and the data it contains will be audited to verify the qualifying purchase and other requirements.

### What products qualify? (See chart below.)

Select a category at [www.ArizonaRebates.com](http://www.ArizonaRebates.com) to view qualified product models.

Eligible ENERGY STAR Categories	ENERGY STAR Criteria	Visa® Prepaid Card Rebate Value
Freezers	Volume equal to 10 cubic feet and less than 20 cubic feet	\$100
Freezers	Volume greater than or equal to 20 cubic feet	\$200
Refrigerators	Volume equal to 10 cubic feet and less than 20 cubic feet	\$200
Refrigerators	Volume greater than or equal to 20 cubic feet	\$300
Room Air Conditioners	BTU/hour less than 8,000	\$75
Room Air Conditioners	BTU/hour greater than or equal to 8,000	\$150
Solar Water Heaters (electric back-up)	Solar Fraction greater than or equal to 0.5	\$500
Solar Water Heaters (gas back-up)	Solar Fraction greater than or equal to 0.5	\$500

## Terms & Conditions

Allow up to 6-8 weeks for delivery of your reward. Rebates are only available to Arizona consumers. Retailers may not apply for Arizona's appliance rebate. Applications are limited to one rebate per product category per household. The rebate program begins on July 1, 2010 and ends on December 31, 2010, or as soon as rebate funds are exhausted. To determine if a product is ENERGY STAR, Arizona's agents will use model information available to the public at [www.ENERGYSTAR.gov](http://www.ENERGYSTAR.gov) for the appliance categories and energy efficiency criteria listed above. Substitutions of products or product categories are not allowed. Qualifying appliances must be purchased and installed for resident use in Arizona. Online and out of state purchases are not eligible for the rebate. The purchase of products that are used, rebuilt, rented, leased, exchanged, won as a prize or purchased at auction or online auction are not eligible. By applying for a rebate and receiving an approval confirmation, rebate funds are reserved for the applicant. If each of the program requirements are not satisfied, the applicant gives up rights to the rebate and those rebate funds will no longer be available to the applicant. The rights to a rebate or a rebate application may not be transferred or sold. Prepaid cards will only be mailed to a PO Box if a physical street address is provided. Visa® prepaid cards are issued by Citibank, N.A. pursuant to a license from Visa U.S.A. Inc. and managed by Citi Prepaid Services. Cards will not have cash value and can be used everywhere Visa debit cards are accepted. Fraud of any type could result in federal prosecution under the US mail fraud statutes and the US Department of Energy. Any misrepresentation or fraudulent information disqualifies reward claim and may give rise to criminal or civil prosecution. Arizona Department of Commerce, Energy Office and their partners are not responsible for lost, late, damaged, illegible, misdirected or postage-due applications. Resolution of any disputes will be governed by Arizona law. Arizona Department of Commerce, Energy Office is not responsible or liable for any injuries, death, direct and indirect damages, or claims caused by the use or misuse of the products eligible for rebates under the program. Arizona is not the manufacturer, retailer, or service provider of the eligible rebate products and disclaims all warranties including but not limited to reliability, merchantability, fitness for use, accuracy of information provided by third parties, and workmanship. If you have not received your rebate after 8 weeks, you may visit [www.ArizonaRebates.com](http://www.ArizonaRebates.com) or call 1-877-799-5032.

