



## Important Information for Retailers and Contractors

### Q – What are the qualifications for the program?

**A –** An approved vendor is a South Carolina based retailer or contractor who has a computer, printer and access to the Internet. Contractors and retailers must agree to recycle old items which are being replaced.

### Q – How do I apply for the program?

**A –** Visit our website, [www.appliancerebates.sc.gov](http://www.appliancerebates.sc.gov), where you will find the link to the application. A user guide and video tutorials to help you through the application process will be available in the web application.

### Q – Who is eligible for the rebate?

**A –** Any South Carolina resident who has agreed to recycle their old appliance and replace it with a new Energy Star appliance.

### Q – How do I apply for customer rebates?

**A –** Using the username and password you created during the application process, log into the interface where you will enter the customer's information. Print out two copies of the rebate form and obtain the customer's signature.

**Retailers** – Give one copy to the customer and retain one for your records. Attach the receipt to the signed rebate form and submit to the address printed on the rebate form. **Contractors** – Provide the customer with a copy of the rebate form. The customer will submit the paperwork to the address printed on the rebate form. Retain a copy for your records.

### Q – What are the IT requirements?

**A –** You will need to have access to a computer, printer and the Internet in order to complete the application to become an approved vendor as well as to apply for customer rebates.

### Q – How long does it take to process my rebate?

**A –** A 10 day turnaround time is expected after the rebate fulfillment company receives the signed rebate form and a copy of the original receipt.

## Appliance Rebate Levels

Clothes washers	\$100
Dishwashers	\$50
Refrigerators	\$50
Room Air Conditioning Units	\$50
Central Air Conditioning Units	\$200
Heat Pump	\$500
Gas Furnace	\$500
Gas-Condensing Water Heater	\$400
Electric Heat Pump Water Heater	\$400
Hi-Efficiency Gas Storage Water Heater	\$100
Hi-Performance Gas Storage Water Heater	\$200
Gas Tankless Water Heater	\$400
Solar Electric Water Heater	\$400
Solar Gas Water Heater	\$400

For more information, contact:

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**Q – What do I do with my customer’s old appliances?**

**A –** Old appliances that have been removed from the customer’s home will need to be recycled so they no longer use energy.

**Q – When will the rebate program become available?**

**A –** The South Carolina Appliance Rebate Program will launch March 31, 2010 and will continue until all funds are exhausted.

**Q – How much money will be available for the program?**

**A –** \$3.9 million will be available in rebates to South Carolina residents. This money will be divided into two groups: white goods and whole-house goods. Whole-house goods consist of HVACs and water heaters. All other products fall into the white goods category.

**Q – Can my customers receive rebates on previously purchased appliances?**

**A –** No. The program is not retroactive. Customers must make their purchase during the program period to get a rebate. Rebates for “white goods” will be instant and rebates for whole-house appliances must be reserved at the time of purchase.

**Q – When will the program end? How long will the program last?**

**A –** The program will end when the \$3.9 million (total amount for rebates) is exhausted. We expect the program could last only a few weeks.

**Q – Can my customers receive more than one rebate?**

**A –** Customers may receive multiple appliance rebates, but rebates must be for different products. For example, you can get a rebate for a dishwasher and a refrigerator, but not for two refrigerators.

**Q – Can my customers buy multiple appliances for rental or commercial property?**

**A –** No. The program is designed for personal residential use only.

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