

CONSUMER REBATE OFFERS



TRUST | INNOVATION | QUALITY

SUMMER 2020

Receive a Lennox rebate up to \$1,200*

📍 CANADA NU83CR0120

SYSTEM REBATE MATRIX*

	SLP99V	CBA38MV	EL296V	EL296E
XP/XC25	\$1,050	\$1,050	\$850	\$750
XP/XC21	\$750	\$750	\$600	\$450
XP/XC20	\$750	\$750	\$600	\$450
SL18XP/XC1	\$600	\$600	\$400	\$300
XP/XC16	\$375	\$375	\$350	\$275
EL16XP1	\$325	\$325	\$275	\$225
EL16XC1	\$275	\$275	\$225	\$175



SYSTEM "ADD-ONS"

iComfort® S30	\$60
iComfort® E30	\$25
iComfort® M30	\$10
PureAir™ S	\$40
PureAir™	\$25
iHarmony®	\$50
HRV/ERV	\$50

*SYSTEM ELIGIBILITY

1. All system rebate offers must include a qualifying thermostat.
2. System add-ons do not qualify for an individual rebate and cannot be combined with individual unit offers.
3. For full-system eligibility requirements, please see promotional guidelines.

QUALIFYING THERMOSTATS

- iComfort® S30
- iComfort® E30
- iComfort® M30
- CS7500
- CS5500
- Nest
- Honeywell Programmable
- Emerson Programmable
- Ecobee

INDIVIDUAL REBATES

OUTDOOR UNITS

XP/XC25	\$200
XP/XC21	\$125
XP/XC20	\$125
SL18XP/XC1	\$75
XP/XC16	\$50

MINI-SPLITS

MWM, MCF, M22/M33, MMD	\$50
MLA, MPB	\$250

SELL BETWEEN: July 6, 2020 through August 14, 2020

INSTALL BY: August 21, 2020

SUBMIT CLAIMS BY: September 4, 2020

Disclaimer: Rebate requires purchase and installation of qualifying items and submission of a completed online rebate form and proof of purchase to lennoxconsumerrebates.ca no later than September 4, 2020.

Rebate is paid in the form of a Lennox Visa Prepaid card. Card is subject to terms and conditions referenced on card and expires 12 months after the date of issue. The Visa prepaid card can be used anywhere Visa cards are accepted worldwide. The Visa card is issued by Peoples Trust Company pursuant to licence by Visa Int.

*Trademark of Visa International Service Association and used under licence by Peoples Trust Company. See promotional guidelines for terms and conditions.

DUE TO SCHEDULED MAINTENANCE, THE SUMMER CLAIM PORTAL WILL NOT GO LIVE UNTIL JULY 20TH

CONSUMER REBATE & FINANCING OFFERS

CANADA & QUEBEC



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SUMMER 2020

Consumer Financing Offers

Receive up to \$1,200 PLUS don't pay until **\$2021!**

Description	Promo Rate	Lennox Refund	Dealer Cost
Quebec Only: 5.95% APR for 120 Months (120 Ammortization)	8.50%	6.50%	2.00%
Canada: 2.95% APR for 24 Months (144 Amortization)	10.50%	6.50%	4.00%
6 Month Deferral	4.45%	3.20%	1.25%

FAQ

How does the rebate and financing combo offer work?

- Dealers redeem the reduced financing offer up front from SNAP whenever Lennox product is financed. No claim entry through LennoxPROs is required.
- To redeem the rebate, homeowners must submit a claim at lennoxconsumerrebates.ca.

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PROMOTION DETAILS



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Promotion Dates:

This promotional offer applies to:

- Qualifying product(s) purchased by a participating Lennox dealer between July 6, 2020, and August 14, 2020, and installed by August 21, 2020.
- Rebate claims submitted by September 4, 2020.

Dealer Eligibility:

To participate in this offer, dealers must have purchased a 2020 Full Service Premier or Self-Service CAP Package. No portion of this promotional offer will be charged by the dealer to the homeowner.

Homeowner Eligibility:

Purchases of qualifying product(s) must be made by the individual receiving the rebate.

Exclusions:

- This promotional offer applies to residential applications only. Commercial installations, homebuilder or contractor purchases for new construction, homeowner upgrades through homebuilder or contractor, or installations in multi-family dwellings, or any dwelling other than a single-family residence do not qualify.
- This promotional offer is not valid for purchases made through retail partners, including, but not limited to, Costco Wholesale, The Home Depot, or Lowe's Home Improvement.
- This promotional offer cannot be combined with any other Lennox consumer promotional offer.

Product Availability:

Only equipment and systems listed on promotion are eligible for this promotional offer and are subject to availability. New products are subject to availability in certain markets. Multiple qualifying products may be sold within an individual family or household.

Acceptable Product Substitutes:

The following product substitutes are eligible for the Summer 2020 Consumer Promotion. Products are subject to availability.

- SLP99V substitute: SLP98V
- CBA38MV substitutes: CBX40UH and CBX32MV
- EL16XC1 substitute: XC14

System Eligibility Requirements:

- All Lennox system rebates require a qualifying indoor unit, outdoor unit, and either a system add-on or a qualifying thermostat.
- Exception: System add-ons are eligible for rebate when purchased with a packaged unit.
- System add-on options: iComfort® S30, iComfort® E30, iComfort® M30, PureAir™S, PureAir™, iHarmony®, HRV, and ERV.
- System add-on options do not qualify for an individual rebate and cannot be combined with individual unit offers.
- Qualifying thermostats: iComfort® S30, iComfort® E30, iComfort® M30, iComfort® Wi-Fi, CS7500, CS5500, Honeywell Programmable, Nest, Emerson Programmable, and Ecobee.
- Third-party thermostats must be purchased through Lennox.
- Thermostat serial numbers are required for claim entry.

Lennox Visa Prepaid Card:

After the rebate claim is audited, approved, and paid:

- Lennox will bill the dealer its portion of the rebate based on the dealer's CAP package level.
- Rebates will be issued in the form of a Visa Prepaid card sent directly to the purchasing homeowner.
- Cards are valid for 12 months from the date of issue.
- Please allow two to four weeks for Visa prepaid card processing after claim has been properly submitted, processed, and approved.
- See card FAQs for more details.

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DUE TO SCHEDULED MAINTENANCE, THE SUMMER CLAIM PORTAL WILL NOT GO LIVE UNTIL JULY 20TH

CLAIM SUBMISSION



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Claim Submission:

- Claims must be submitted online by the claim submission date. Failure to do so will result in the claim being declined and subject to the submitting dealer's expense.
- Homeowners are responsible for rebate claim entry; dealers are responsible for financing claim entry.
- Claims paid on returned products may be subject to reversal.
- Incomplete, illegible, early, or late submissions will be declined.
- Lennox is not responsible for lost or missing paperwork.
- Lennox reserves the right to request additional information to validate a claim and to inspect any installation that is a part of this promotional offer.
- Claim review will not begin until Lennox receives all proper documentation.

Rebate Claims:

Rebate claims must be entered online at lennoxconsumerrebates.com.

Financing Claims:

No claim entry is needed for financing claims. The dealer will be funded the promotional rate up front from SNAP Home Finance. All loans must be funded by August 28, 2020.

Promotion Claim Documentation:

A homeowner invoice is required for each claim submission and should be attached online at the time the claim is entered.

Invoice to Homeowner:

The following must be included on the invoice in order for the claim to be processed:

- Dealer name and address
- Invoice number
- Homeowner name and installation address
- All model numbers, including those for thermostats
- Serial numbers of the products being claimed (equipment sticker is acceptable)
- Date of installation (do not use dealer invoice date or paid date if it is not the same as the installation date)

Completing the Claim:

- Please fill out the claim(s) in entirety. Failure to do so could delay rebate or financing credit processing.
- If there is an error with the claim and additional information is required, 360Insights will send an email to the homeowner notifying them of the error (homeowner email is required for claim status notification).

Claim Status:

A homeowner can check their claim status on lennoxconsumerrebates.ca. If a claim needs further follow-up, the email address provided upon claim entry will receive a weekly email until the information is provided or until the promotion's claim deadline.

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VISA PREPAID CARD FAQs

At what type of merchants can I use my card?

You may use your Lennox Visa Prepaid card at any physical merchant locations, online, over the phone, and for mailed payments. Many online merchants perform address, postal code, and/or name verification. If your current personal information is not associated with the card, you may update your profile at the website listed on the back of your card.

Where can I use my card?

Use your card anywhere Visa cards are accepted around the world. Please note that some merchants may choose not to accept foreign currency at their own discretion. If this occurs, pay for your purchase with another form of payment and use your card at a different merchant.

Do the funds on my card expire?

The Lennox Visa Prepaid has an expiration date of 12 months from the date of issue.

How do I check my balance without being charged a fee?

Your card balance may be checked for free by logging on to PrepaidCardStatus.com or by calling 1.866.230.3890.

Can I get cash from an ATM or bank?

There is a \$4.95 transaction fee to withdrawal cash from an ATM. Keep in mind, there may be an additional operator fee depending on the ATM you use. You can withdraw up to \$1,000 per day.



Can my card be used for “pay at the pump” gasoline transactions?

Present your card to an attendant inside the gas station. Your card will not work if you try to pay at the pump.

What should I do if my card is lost or stolen?

Report a compromised card by calling cardholder services at 1.866.230.3809. Your card will be closed and blocked from future purchases. We will reissue you a new card for the unused balance less the card reissue fee of \$10.00.

How do I purchase an item that costs more than the balance on my card?

If your purchase is more than your card balance, first pay the difference with another form of payment, then charge up to the amount of funds available on your Lennox Visa Prepaid card. Not all merchants accept split transactions.

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VISA PREPAID CARD FAQs

Where can I see my transaction history and check my balance?

You can view your transactions and check your balance by visiting the website listed on the back of your card or by calling 1.866.230.3809. Live agents are available 24 hours a day, 7 days a week. You will be able to access your transaction history online and print statements.

I returned an item purchased with my card. When will the credit be reflected on my account?

Even after the balance is depleted, you should keep your card until you know that you will not be returning any of the items purchased with the card. If you do try to return items, the store's policy may require you to present the card used to make the purchase. You should destroy the card once you are sure you no longer need it. Allow five to ten business days for returns to post to your card account.

Can my card ever have a negative balance?

Any authorization request that is greater than your card's available balance will be declined; however, there may be times when a merchant completes a transaction without prior authorization. If an overdraft occurs, you will be required to make a payment to cardholder services to cover the negative amount. Payments should be sent to:

Cardholder Services
P.O. Box 5109
Buffalo Grove, IL 60089



What are the fees associated with using the card?

Please see the Cardholder Agreement for any fees associated with the card. The Cardholder Agreement can be found on the back of your card carrier or at PrepaidCardStatus.com.

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SUMMER LENNOX NATIONAL CONSUMER PROMOTION CONSUMER REBATE SUBMISSION FORM

Dealer Instructions

Please complete the information below for your homeowner to use to enter their rebate claim at lennoxconsumerrebates.ca. Keep a copy for your records.

HOMEOWNER INFORMATION

NAME: _____

MAILING ADDRESS: _____

CITY: _____ STATE/PROV: _____ ZIP/POSTAL: _____

EMAIL ADDRESS: _____

INSTALLATION ADDRESS (IF DIFFERENT FROM MAILING ADDRESS): _____

CITY: _____ STATE/PROV: _____ ZIP/POSTAL: _____

INSTALLATION DATE: _____ HOMEOWNER INVOICE #: _____

Homeowner agrees to submit this rebate online at lennoxconsumerrebates.com by September 4, 2020

HOMEOWNER SIGNATURE: _____ DATE: _____

Failure to submit this information on time could lead to forfeiture of any rebate amount due.

NOTE: Any communication regarding this claim submission will be sent to the email address provided.

PRODUCT INFORMATION

For additional product, please use a separate form

(Do not enter the letter "S" if it is the first character)

PRODUCT TYPE:	SERIAL NUMBER:	MODEL NUMBER:
Furnace/Air Handler:		
Air Conditioner/Heat Pump:		
Thermostat:		
System Add-On:		

LENNOX DEALER INFORMATION

NAME: _____

MAILING ADDRESS: _____

CITY: _____ STATE/PROV: _____ ZIP/POSTAL: _____

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