

# CONSUMER REBATE OFFERS



TRUST | INNOVATION | QUALITY

FALL 2019

Receive a Lennox rebate up to \$1,600\*

QUEBEC NF83CR0119

## SYSTEM REBATE MATRIX\*

	SLP98V	CBA38MV	EL296V	EL296E
XP/XC25	\$1,150	\$1,150	\$950	\$0
XP/XC21	\$925	\$925	\$700	\$650
XP/XC20	\$925	\$925	\$700	\$0
SL18XP/C1	\$600	\$600	\$525	\$475
XP/XC16	\$575	\$575	\$475	\$425
EL16XP1	\$375	\$375	\$325	\$300
EL16XC1	\$350	\$350	\$300	\$275



### SYSTEM "ADD-ONS"

iComfort® S30	\$150
iComfort® E30	\$35
iComfort® M30	\$15
PureAir™ S	\$150
PureAir™	\$15
iHarmony®	\$150
HVR/ERV	\$100

### \*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
- iComfort® Wi-Fi
- CS7500
- CS5500
- Nest
- Honeywell Programmable
- Emerson Programmable
- Ecobee

## INDIVIDUAL REBATES

### PACKAGED UNITS\*\*

LRP16	\$425
-------	-------

\*\*Packaged units are eligible to receive system add-on rebates.

### OUTDOOR UNITS

XP/XC25	\$200
XP/XC21	\$150
XP/XC20	\$150
SL18XP/XC1	\$125
XP/XC16	\$100
EL16XP1	\$75
EL16XC1	\$50

### INDOOR UNITS

SLP98V	\$200
EL296V	\$125
EL296E	\$100

### MINI-SPLITS

MWM, MCF, M22/M33, MMD	\$45
MLA, MPB	\$200

**SELL BY:**  
September 2, 2019 through November 22, 2019

**INSTALL BY:**  
November 29, 2019

**SUBMIT CLAIMS BY:**  
December 13, 2019

**Disclaimer:** Rebate requires purchase and installation of qualifying items and submission of a completed online rebate form and proof of purchase to [lennoxconsumerrebates.ca](http://lennoxconsumerrebates.ca) no later than December 13, 2019. 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.

# CONSUMER REBATE & FINANCING OFFERS

QUEBEC



TRUST | INNOVATION | QUALITY

FALL 2019

## Consumer Financing Offers

Receive up to \$1,600 and finance a new Lennox system for as low as **\$145** a month

(based on \$7,500 retail system and a payment factor of 1.931%)

Description	Promo Rate	Lennox Refund	Dealer Cost
5.95% APR for 60 Months	8.50%	6.50%	2.00%
6 Month Deferral	3.95%	2.45%	1.50%

## 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](http://lennoxconsumerrebates.ca).

**SELL BY:**  
September 2, 2019 through November 22, 2019

**INSTALL BY:**  
November 29, 2019

**SUBMIT CLAIMS BY:**  
December 13, 2019

**Disclaimer:** Offer available September 2, 2019 to November 22, 2019. Requires purchase of qualifying system. Financing available to well-qualified buyers on approved credit. No down payment required. 5.95% APR for 60 months with equal monthly payments. Representative finance offer based on a finance amount of \$7,500 finance at 5.95% APR equals \$145 per month for 60 months. Cost of borrowing is \$1,189.50 for a total obligation of \$8,689.50. Normal late charges apply. Minimum loan amount \$1,000. Maximum loan amount \$90,000. You may prepay your account at any time without penalty. Financing is subject to credit requirements and satisfactory completion of finance documents. Any finance terms advertised are estimates only. See Truth in Lending disclosures available from SNAP Home Finance for more information.

# PROMOTION DETAILS



TRUST | INNOVATION | QUALITY

FALL 2019

## Promotion Dates:

This promotional offer applies to:

- Qualifying product(s) purchased by a participating Lennox dealer between September 2, 2019, and November 22, 2019, and installed by November 29, 2019.
- Rebate claims submitted by December 13, 2019.

## Dealer Eligibility:

To participate in this offer, dealers must have purchased a 2019 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 Fall 2019 Consumer Promotion. Products are subject to availability.

- 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.

## SELL BY:

September 2, 2019 through November 22, 2019

## INSTALL BY:

November 29, 2019

## SUBMIT CLAIMS BY:

December 13, 2019

**Disclaimer:** Lennox reserves the right to cancel or change this promotional offer at any time. By participating in this promotional offer, the dealer agrees to be responsible for compliance with the terms and conditions of this promotional offer, along with all applicable laws, rules, and regulations in connection with dealer's participation. 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.

# CLAIM SUBMISSION



TRUST | INNOVATION | QUALITY

FALL 2019

## 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](http://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 December 6, 2019 to receive the reduced dealer fee.

## 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](http://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.

### SELL BY:

September 2, 2019 through November 22, 2019

### INSTALL BY:

November 29, 2019

### SUBMIT CLAIMS BY:

December 13, 2019

**Disclaimer:** Lennox reserves the right to cancel or change this promotional offer at any time. By participating in this promotional offer, the dealer agrees to be responsible for compliance with the terms and conditions of this promotional offer, along with all applicable laws, rules, and regulations in connection with dealer's participation. 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.



# 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 debit 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](http://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.



# 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](http://PrepaidCardStatus.com).

**Disclaimer:** 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.



# FALL 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](http://lennoxconsumerrebates.ca). Keep a copy for your records.

### HOMEOWNER INFORMATION

NAME: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ PROV: \_\_\_\_\_ POSTAL: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

INSTALLATION ADDRESS (IF DIFFERENT FROM MAILING ADDRESS): \_\_\_\_\_

CITY: \_\_\_\_\_ PROV: \_\_\_\_\_ POSTAL: \_\_\_\_\_

INSTALLATION DATE: \_\_\_\_\_ HOMEOWNER INVOICE #: \_\_\_\_\_

Homeowner agrees to submit this rebate online at [lennoxconsumerrebates.com](http://lennoxconsumerrebates.com) by December 13, 2019

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: \_\_\_\_\_ PROV: \_\_\_\_\_ POSTAL: \_\_\_\_\_

**SELL BY:**  
September 2, 2019 through November 22, 2019

**INSTALL BY:**  
November 29, 2019

**SUBMIT CLAIMS BY:**  
December 13, 2019