



Florida ENERGY STAR Appliance Rebate Program

Frequently Asked Questions

Please read ALL instructions prior to applying for the Florida ENERGY STAR Appliance Rebate.

When will the rebate program begin?

A: The program will begin on Friday, April 16, 2010. Floridians can begin reserving rebate funds at 11:00 a.m. EDT – after purchasing a qualifying ENERGY STAR appliance.

How many rebates are available?

A: The State of Florida plans to distribute – on a first-come, first-served basis – approximately \$17.5 million to Florida residents participating in the rebate program. Florida residents must submit a completed rebate application form, along with a sales receipt,* and can reserve rebate funds by registering online and receiving a Priority Number at the Florida ENERGY STAR Appliance Rebate Program Web Site, which will be launched in early April 2010.

* Retailers must provide a rebate receipt that includes the retailer's name and address, purchase date, product information to include type of appliance, price, and model number, and sales associate name or identifying number.

When will the rebate program end?

A: The rebate program will continue until all \$17.5 million in rebate funds are disbursed. Only purchases made between Friday, April 16, and Sunday, April 25, 2010, are eligible to be considered for rebates, which will be paid only if rebate funds are available. Rebate applications with Priority Numbers will be processed first. All rebate applications without a Priority Number will be processed on a first-come, first-served basis.

If rebate funds are still available after processing all submissions purchased during the period above, the program may be extended.

NOTICE: Rebate funds may run out before the program is scheduled to end. REBATES ARE SUBJECT TO AVAILABILITY OF FUNDS; THEREFORE, SUBMITTING A REBATE APPLICATION FORM DOES NOT GUARANTEE YOU WILL RECEIVE A REBATE.

What is the total dollar amount I can receive and how is it calculated?

A: Each household can claim up to \$1,500 if they purchase eligible ENERGY STAR products and submit a rebate application on time, as long as funds are available. Florida residential consumers may receive 20% back on eligible appliances based on purchase price for products less all discounts, and does not include tax. An additional \$75 bonus is available on top of the 20% rebate for recycling the older appliance. The \$1,500 cap includes the \$75 recycling bonus.

Please note that only one appliance type per household is eligible. Consumers will not be paid more than \$1,500 in total for all rebates they qualify for, including the recycling bonus.

Florida ENERGY STAR Appliance Rebate Program – Frequently Asked Questions

Which appliances are eligible for rebates?

A: Only select ENERGY STAR® refrigerators, freezers, clothes washers, dishwashers, gas water heaters (tank-less), and room air conditioners will be eligible for a rebate in the Florida ENERGY STAR Appliance Rebate Program.

For a list of eligible ENERGY STAR® appliances, check out the Web site www.energystar.gov.

What is the ENERGY STAR® program?

A: ENERGY STAR® is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy to help consumers save money and protect the environment through energy efficient products and practices. All appliances and products with the ENERGY STAR® label meet strict energy-efficiency guidelines set by the Environmental Protection Agency and the Department of Energy.

Where can I find a list of qualified appliances?

A: A list of qualified ENERGY STAR® appliances can be found at the www.energystar.gov Web page.

Why does the program involve a Priority Number System?

A: Due to the limited amount of available rebate funds, the program provides consumers with the ability to obtain a Priority Number before mailing in an application. Rebate applications with a Priority Number will receive preferential processing, ahead of applications without a Priority Number. The Priority Number System also allows better monitoring and budget management.

Who is eligible for a rebate?

A: Florida residential consumers that adhere to the program's requirements are eligible.

Why is an original receipt required?

A: An original receipt* is required to prevent fraudulent activity with the Florida ENERGY STAR Appliance Rebate Program, which is subject to transparency and accountability standards as a program funded through the American Recovery and Reinvestment Act (ARRA).

*Retailers must provide a rebate receipt that includes the retailer's name and address, purchase date, product information to include type of appliance, price, and model number, and sales associate name or identifying number.

If I purchase multiple appliances, how do I show proof of an original receipt for each appliance?

A: Consumers submitting for multiple rebates will use just one application form to identify all purchases and can send in the original receipt(s) with page 2 of the rebate application form. Retailers must provide a sales receipt that includes the retailer's name and address, purchase date, product information to include type of appliance, price, and model number. Please note that only one appliance type per household is eligible. Consumers will not be paid more than \$1,500 in total for all rebates they qualify for including the recycling bonus.

Are businesses, landlords, or commercial property owners eligible for a rebate?

A: No, the program is for Florida household residents only. Owners of multi-tenant buildings or condominium associations are not eligible. Any churches, charities or other organizations considered to be tax exempt are also not eligible. Retail state tax must be paid on all purchased appliances.

Is there a price limitation or requirement for the newly purchased ENERGY STAR® appliance?

A: No, there will not be a price limitation for newly purchased ENERGY STAR® appliances.

Can consumers combine the rebate with other incentives, such as the federal tax credit or a utility or manufacturer's rebate?

A: Consumers can combine a state rebate with the [federal tax credit](#) for the same product, as long as the purchase qualifies under the rules of both programs and is not specifically excluded by federal program rules. Consumers may combine the state rebate with a local utility or manufacturer's rebate, but eligibility should be verified with both organizations.

Please note that the Florida ENERGY STAR Appliance Rebate Program requires an original proof of purchase receipt.* If the consumer plans to combine the state appliance rebate with other rebates or incentives, the consumer must confirm the other program will accept a photocopy of the purchase receipt to qualify for the other rebate or incentive program.

* Retailers must provide a rebate receipt that includes the retailer's name and address, purchase date, product information to include type of appliance, price, and model number, and sales associate name or identifying number.

Do I have to purchase an eligible appliance from any retailer in particular?

A: No, qualifying ENERGY STAR appliances may be purchased from any retail store located in Florida.

Can I purchase my appliance using the Internet?

A: No. In order to be eligible to receive a rebate, consumers must purchase select appliances from a Florida retail location. Online purchases and out-of-state purchases are not eligible for a rebate under this program. Receipts that are paid via the Internet and picked up at a local store are also not valid for this program. All purchases must be made at physical Florida retail locations.

I recently bought an ENERGY STAR® efficient appliance. Are rebates available retroactively?

A: Unfortunately, rebates are not retroactive. Purchases of qualified products must be made only during Florida's specific program effective dates to be eligible for a rebate. Only purchases made between Friday, April 16, and Sunday, April 25, 2010, are eligible to be considered for rebates, and will be paid only if rebate funds are available.

NOTICE: Rebate funds may run out before the program is scheduled to end. REBATES ARE SUBJECT TO AVAILABILITY OF FUNDS; THEREFORE, SUBMITTING A REBATE APPLICATION FORM DOES NOT GUARANTEE YOU WILL RECEIVE A REBATE.

I need to purchase more than one appliance. Can I receive a rebate on more than one appliance?

A: Yes, your household may receive multiple rebates if you replace different types of appliances. Your household may not receive more than one rebate per appliance type (refrigerator, clothes washer, dishwasher, gas water heater (tank-less), or room air conditioner). Example: You may receive two rebates, not to exceed \$1,500 each, one for a refrigerator and one for a dishwasher, but you may not receive two rebates for two refrigerators.

Will I be eligible for a rebate if I purchase an appliance that is not in stock?

A: Yes, a consumer can purchase an eligible appliance that is not in stock or waiting to be delivered, installed, or recycled as long as the consumer receives the product, and submits a completed application with a postmark date on or before Monday, May 10, 2010.

At the time of purchase, the consumer should obtain an original proof of purchase receipt. Consumers will have until Monday, May 10, 2010, to mail in their rebate application form, original proof of purchase receipt and, if applicable, proof of recycling. Since the Serial Number of the new appliance is required on the form, delivery must have been completed by Monday, May 10, 2010.

However, there are no guarantees that funds will still be available as they are distributed on a first come, first-served basis.

If I have an old dishwasher, can I trade it in for a new refrigerator? (Can one appliance type be traded in for another?)

A: No. To be eligible for a rebate, the purchased ENERGY STAR® appliances must replace the same type of appliance. For example, an ENERGY STAR® dishwasher must replace a dishwasher, or an ENERGY STAR® refrigerator must replace a refrigerator.

Why aren't clothes dryers or other appliances eligible for a rebate?

A: ENERGY STAR® does not label clothes dryers since most dryers use similar amounts of energy.

Do I need to show proof of ownership for my old appliance?

A: No, consumers will not be required to provide proof of ownership of the recycled appliance.

Can I keep my old appliance?

A: Old (replaced) appliances should be properly recycled according to state and federal law. You can keep your old appliance, but you will not be eligible for the \$75 bonus for recycling.

Do I need to submit proof that my appliance was recycled to get my rebate?

A: Yes, it is required to provide proof of recycling if you are applying for the \$75 bonus. Proof of recycling can be established in two different ways:

1. If the retailer, contractor, delivery service, or recycling facility provides a proof of recycling receipt, consumers should submit this receipt with their rebate application form and original proof of purchase receipt.
2. If the retailer where you purchased your new appliance offers a haul away or recycle service, that service can be reflected on your receipt and is considered evidence of recycling.

How do I recycle my old appliance?

A: Florida's ENERGY STAR Appliance Rebate Program encourages consumers to recycle their old appliances in order to qualify for a rebate. Consumers are encouraged to obtain proof that old appliances were recycled from the retailer, contractor or recycler that takes the old appliances. Below are suggestions for finding a recycler:

- If you purchase your new appliance from a Florida retailer, the retailer may haul away your old appliance for recycling for a fee or for free.
- If you purchase an appliance from a retailer that does not have a take-back / recycling program, then look at the list of Recycling Facility Participants to find a local recycler.
- If you are unable to find a local recycler through any of the recommended options above, then your local solid waste management district may know of other options.

Where can I find a list of recycling facilities to recycle my old appliance?

A: A list of recycling facilities is available at the Florida Department of Environmental Protection Web site at http://www.dep.state.fl.us/waste/categories/solid_waste/default.htm. About half way down the center of the page is a link that reads “Solid Waste Facility Locator.” This link will take you to a map where you may search by county or city for a solid waste facility near your home. These facilities have agreed to provide the required proof of recycling and to recycle old appliances in accordance with state and federal environmental regulations.

How long can I expect to wait until I receive my payment?

A: A consumer can expect to receive a rebate within 10 to 12 weeks from the day their rebate application was received. Rebates will be given in the form of an American Express Freedom Card that has no fees, no expiration, and can be converted to cash.

Where can I check the status of my rebate?

A: Consumers can check the status of their rebates online at the Florida ENERGY STAR Appliance Rebate Program Web Site, which will be launched in early April 2010, by clicking the “Track Your Rebate” link. Information is also available after April 19, 2010, by phone at 877-521-2135. Consumers will need their Priority Number and a copy of all paperwork submitted in order to check their rebate status.

I am having problems checking rebate availability, obtaining a Priority Number, or redeeming or tracking my rebate.

A: High consumer demand is anticipated for this program, and the State of Florida is making every effort to accommodate Florida residents interested in getting rebates while funds are available.

Web site interruptions on the Florida ENERGY STAR Appliance Rebate Program Web Site, which will be launched in early April 2010, may occur due to high demand. If you encounter an error message when accessing the Web site, please be patient and try again. Every effort will be made to resolve any issues, if they occur.

NOTE: Regularly scheduled Web site maintenance may be performed each day from 12:00 am – 4:00 am EDT. Please check the Web site outside of those hours.

Will the program be the same in all States?

A: No. While appliance rebates will be offered in all states, each state and U.S. territory has a unique program that varies with time periods implemented, appliances eligible for rebates, and the rebate amounts awarded.

Why are Florida’s rebates different than other states?

A: Each state has specific energy needs, and the federal rebate program allows states the flexibility to modify program according to their particular needs. For example, residents living in warm-weather states may benefit more from the use of energy-efficient air conditioners, while consumers in cold-weather states would benefit more from efficient furnaces.

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How much energy can I save using an ENERGY STAR® appliance?

A: Savings will depend on individual usage and appliance model. Consumers can estimate individual savings using the ENERGY STAR® calculator found on the [Cost Savings Calculator Web page](#) of the [Energystar.gov](#) website.

Where can I find a list of qualified appliances?

A: For a searchable list of qualified ENERGY STAR® products in an excel format, check the website [www.energystar.gov](#).

I've lost my receipt.* What should I do?

A: Please visit the retailer where the purchase was made and ask them to reprint a receipt for you. This process can be more easily facilitated if you've paid with a credit card and know the date of purchase.

* Retailers must provide a rebate receipt that includes the retailer's name and address, purchase date, product information to include type of appliance, price, and model number, and sales associate name or identifying number.

Where is the serial number on my product located?

A: Serial number locations vary from product to product. Usually, the serial number is located next to the UPC barcode on the outside packaging. Many times it is located on the back of the product, and sometimes it is included in your receipt or delivery information. One that is located on the appliance itself will look like this picture below.

If you still have an issue locating your serial number, please contact the store where you purchased the product, or call the manufacturer.

