



Frequently Asked Questions (FAQs)  
<http://rewards.exide.com/>

### General rebate information

- Q. Is it necessary to mail in my rebate? Can't I just do it all online?
- A. Rebate submissions can be submitted online or you can download the PDF from our main page and fill it out by hand. Rebates will not be paid without proof-of-purchase.
- Q. Where can I get a copy of the rebate coupon?
- A. You obtain a copy of a specific rebate coupon through your local retailer or by clicking on the "Print and Mail" button on the [reward.exide.com](http://reward.exide.com) Web site.
- Q. Can I apply for more than one promotion/rebate?
- A. Exide rebates cannot be combined unless specified by those rebates. Check the terms and conditions of your rebate form for the specific limits of the rebate you wish to participate in.
- Q. How do I know if I qualify for a specific rebate?
- A. If submitting a rebate online, your eligibility will be verified after inputting your information. If submitting a rebate manually, read the rebate's terms and conditions to ensure you qualify for the rebate.
- Q. What's the difference between the "purchase by" date and the rebate "submission" date?
- A. All qualifying products must be purchased before the "purchase by" date. The "submission" date is the deadline by which Exide must receive all applicable rebate materials, such as product receipts, rebate forms, etc.

### Submitting a rebate

- Q. What do I need to submit to qualify for a rebate?
- A. Exide typically requires you to submit:
- Original or copies of receipt(s)
  - A completed rebate coupon (submitted online or mailed-in hard copy)

Check the terms and conditions for your specific rebate requirements. Please note that submitted materials become Exide property and will not be returned. Exide is not responsible for any lost submissions.

- Q. Where can I find the product part number(s)?  
A. Exide part numbers are typically printed on the top or front of our batteries. They consist of a sequence of numbers and letters.
- Q. Can I still apply for the rebate without the original proof-of-purchase?  
A. No. Unless otherwise noted, rebates will not be paid without proof-of-purchase.
- Q. What if I can't find my cash register receipt?  
A. Rebates will not be accepted without the original receipt OR a valid copy of the cash register receipt. Many retailers keep duplicate receipts in their systems. If you have lost your receipt, you may want to check with the store of purchase to see if they are able to provide a duplicate.
- Q. Who do I call for help in filling out my rebate?  
A. If you have any questions regarding this rebate, please call our toll-free customer service hotline at 844-539-5504, 8 a.m. to 5 p.m. Central Time, Monday through Friday, or email us at [Exiderebates@acbcoop.com](mailto:Exiderebates@acbcoop.com). We will respond to your inquiry by the end of the next business day.
- Q. Since I purchased my battery from an Internet retailer I don't have a receipt. Am I still eligible for the rebate?  
A. Yes. Submit the shipping invoice with the product names and product numbers circled.

#### **After I apply for a rebate**

- Q. How do I receive status updates on my rebate submission?  
A. Either click on the "check your rebate status" link on this Web site or contact the Exide rebate center hotline at 844-539-5504, 8 a.m. to 5 p.m. Central Time, Monday through Friday, or email us at [Exiderebates@acbcoop.com](mailto:Exiderebates@acbcoop.com).
- Q. How long does it take to process a rebate?  
A. It takes 8-10 weeks to process a claim from the day that it is received. Please note that if there are supply or volume issues, rebate fulfillment may take longer.
- Q. What happens if I do not receive my rebate check after the prescribed period?  
A. Either click on the "check your rebate status" link on this Web site or contact the Exide rebate center hotline at 844-539-5504, 8 a.m. to 5 p.m. Central Time, Monday through Friday, or email us at [Exiderebates@acbcoop.com](mailto:Exiderebates@acbcoop.com).
- Q. What is the check validity period?  
A. All checks MUST BE cashed within 90 days from the date indicated on the check. The check will become null and void after 90 days. Any applicable return charges will be paid by the presenter.