

Chevrolet Performance Black Friday Mail-In Rebate FAQs

1. How do I know if I'm eligible for the rebate?

This offer is for retail customers only. To be eligible for the rebate, you must purchase and take delivery of qualifying Chevrolet Performance parts at a participating Chevrolet, Buick, GMC or Cadillac dealer or a Chevrolet Performance authorized reseller located in the United States November 19-30, 2016. See the Rebate Form for complete details. Rebate Form can be located on mycertifiedservicerebates.com. To download a rebate form, select REBATES in the navigation menu of this website, locate the rebate and click Download Manual Form.

2. What information do I need to complete the rebate submission?

All pertinent information needed to complete your rebate request is located on the Invoice/Repair Order received from your dealership. Remember to mail a copy of your Invoice/Repair Order with the online Confirmation Page or handwritten Rebate Form. Rebate submissions without the Invoice/Repair Order will not be accepted. Rebates must be submitted online or post marked by December 5, 2016.

3. Why do I have to submit a copy of my Invoice/Repair Order and the Rebate Confirmation Page if I am submitting my rebate request online?

In order to validate the part number(s), a physical copy of the Invoice/Repair Order is required. Customers who would rather submit their claim online versus filling out a handwritten form should follow the online instructions once clicking on Start Rebate Online.

4. What if I cannot find my copy of the Invoice/Repair Order?

Contact the Chevrolet, Buick, GMC or Cadillac dealer or a Chevrolet Performance authorized reseller that sold your parts and they can re-print another Repair Order for you. A copy of your Invoice/Repair Order is required to validate your rebate submission.

5. Where would I find the Invoice/Repair Order Number?

Typically the Repair Order number is located in the top section of the Repair Order in close proximity to the customer information. In some instances it may be referred to as the Invoice Number.

6. How do I submit my rebate request?

There are three ways to submit your rebate:

- A. Via the online with mail-in application process, which allows you to complete your rebate form online. Mail the Rebate Confirmation Page and a copy of your Invoice/Repair Order to the address listed on the Rebate Confirmation Page.
- B. The online process, which allows you to submit your claim online versus filling out a handwritten form. This system allows for faster processing of your rebate, as it validates the part numbers (if applicable) installed on your vehicle and helps to ensure important consumer information is accurate and legible, which otherwise can delay claim processing. Please keep in mind that our system will allow pdf, jpg, jpeg, and png. 5MB is the maximum size allowed for the picture or scan upload.
- C. Via the handwritten Rebate Form. To locate current rebate offers, select REBATES in the navigation menu of this website, locate the rebate and click Download Manual Form. Simply complete the rebate form and mail the form along with a copy of your Invoice/Repair Order to the address listed on the form.

7. Where do I mail my rebate request?

Make a clean, legible copy of your Invoice/Repair Order and mail it with a printed copy of your online Rebate Confirmation Page or handwritten Rebate Form to the address listed on your paperwork. You should retain copies of your entire rebate submission for your records.

Mail to:

GM Powertrain
Rebates
Offer Number 66021
PO Box 6970
Mesa, AZ 85216

8. How long does it take to process a rebate?

Please allow up to 6 to 8 weeks for delivery of the rebate after mailing your rebate submission.

9. What is the status of my rebate?

You can check the status of your rebate within the STATUS LOOKUP section of this website.

10. I forgot to mail my submission and the last eligible postmark date (December 5, 2016) has passed. What do I do now?

Submissions mailed after the last eligible postmark date will not be accepted. Our rebate offers are special because they are carefully planned for specific timeframes and are not available all the time. Watch for future offers on our products and services, check the dates and submit promptly.

11. How many rebates can I submit?

Customers are eligible for one (1) rebate per household. All eligible part numbers must be purchased during a single transaction. The rebate must be submitted along with a valid Invoice/Repair Order to the address listed on the Rebate Form or Rebate Confirmation Page. Maximum mail-in rebate amount not to exceed \$600.

12. Can this rebate be combined with any other offers?

This offer can be combined with the \$500/\$750 Connect and Cruise Powertrain Rebate and/or the \$2000 Chevrolet Performance LS9 and LSX454R Engine Rebate. This offer cannot be combined with any other General Motors offers.

13. If I need to speak with someone about my rebate, who do I contact?

Call 1-844-656-5369 weekdays, 7am to 11pm EST. A rebate specialist would be happy to answer your questions.

14. (Dealers and Resellers only) Do qualifying Chevrolet Performance parts need to follow the Minimum Advertising Price (MAP) policies?

Yes, all Chevrolet Performance parts in the Black Friday promotion must follow the MAP guidelines. Any violations of MAP will be handled according to the program rules

Visa PrePaid Mail-In Rebate Debit Card FAQs

1. How do I check my card balance?

You can obtain your card balance via 2 convenient methods: visit the cardholder website located on the back of the card, call the Customer Service number also located on the back of your card.

2. How is my card different than a credit card?

Your credit card gives you a line of credit, which you have to pay back. Conversely, this card is a debit card that is loaded with YOUR money. You can spend the funds as you see fit, but you can't spend more than your current available card balance.

3. Is there a PIN assigned to this card?

You will not need a PIN to use your card. When given the option, select credit as your payment method (even though you are using a signature based debit card) and you will not be prompted to enter a PIN.

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

Call our Customer Service team immediately to report a lost or stolen card, and to order a replacement card.

5. Does my card ever expire?

Yes. You can find the expiration date on the front of your card. Typically, rebates cards are valid for one year from the time of processing.

6. Can I use my card to purchase goods and services?

You can use your card to purchase goods and services at any merchant that accepts your card type- either Visa debit or debit MasterCard in the United States and US Territories. To complete a transaction, select "credit" as your payment option to indicate you will sign to authorize your transaction. If the funds are available in your account, the purchase will be approved.

7. Can I spend more than my available balance?

No. You will not be able to spend more than your available balance. The merchant will decline your transaction.

8. What if the amount of my purchase is more than my available balance?

The cashier will have to do a split tender transaction, if the cashier is able. Pay the difference first with another form of tender, and then run the prepaid card for the amount remaining on the prepaid card.

9. Does my card work when I try to pay-at-the-pump?

To protect cardholders, we have disabled all cards at self-service pay-at-the-pump gas stations. Please note that while you can't pay-at-the-pump, you can still use your card at these locations by asking the attendant to process your card.

10. Can I use my card at a restaurant?

Yes. Please be aware that restaurants often authorize an additional temporary 20% gratuity charge to your bill. The actual charge will be the price of the meal plus the gratuity that you add.

11. Can I withdraw cash using this card?

No. You can use it to purchase goods and services, but there will be no cash access.

For additional prepaid FAQ's, please visit Citi Prepaid (<https://www.na.citiprepaid.com/>)