

## Electrolux Canada ONLINE FAQ

### 1. Submitting Your Claim

#### What information do I need to enter my claim?

We require an electronic image of your purchase invoice. Note that the name and address on the document must match the name and address on your claim. Your claim requires the following information:

- Dealer Name
- Invoice/purchase date
- Model Numbers
- Your Name and Address

#### When will I receive my reward?

Claims are processed within seven (7) days of claim entry. If your claim meets all program requirements and is approved, your payment will arrive within 8-10 business days.

You can track the status of your claim by visiting [www.frigidairerebates.ca](http://www.frigidairerebates.ca) and using the “Check Existing Claim” option. You will be asked to supply your Claim Reference number and email address.

#### I can't find my Dealer.

Your dealer is the company from which you purchased the appliances. Please search for your dealer by first entering their name. If you cannot locate your dealer, please contact the Electrolux Promotions team at [ehpcanadarebates@360incentives.com](mailto:ehpcanadarebates@360incentives.com).

#### Step 1:

#### Step 2: Enter Your Purchase Information

When entering your purchase information, follow the steps below.

1. Dealer: Enter the Name of your dealer and select your dealer from the drop-down list. If you are unable to find your dealer please contact Electrolux Promotions at [ehpcanadarebates@360incentives.com](mailto:ehpcanadarebates@360incentives.com)
2. Purchase date: Click on the calendar icon, and use the interactive calendar to select the date from your invoice
3. Model Number: enter the model number as it appears on your contract.
4. Serial Number: enter the serial number for the model on your invoice. If your appliances have not been delivered, please check “My purchase has not been delivered, I’ll enter this later”. Please remember to come back to the claim to enter the serial numbers once delivered.
5. Purchase price: enter the purchase price as it appears on your invoice.

Click **Continue** to proceed

A list of eligible promotions will appear. Make your selection and click on **Continue** to proceed

### **Step 3: Enter Your Personal Information**

Enter your personal information in the available fields.

First Name: Enter your first name in this field

Last Name: Enter your last name

Email / Verify Your Email: Enter your valid personal email address. All confirmations (including the claim reference number) and payment information will be sent to this email.

Phone Number: Your phone number will validate your account if you call us.

Address: Your address is required for payment. Start entering your street address and select it from the drop-down menu, and the City, Province and Postal code will automatically populate. If your address does not appear, continue to enter your address information manually.

Click **Continue** to proceed.

### **Step 5: Confirmation**

Please review the Terms and Conditions of the program, and when complete check the box "I agree to the terms and conditions of this promotion".

Continue by reviewing the Privacy Policy and when finished, please check the box "*I agree to the privacy policy*".

Click **Continue** to submit your claim and proceed.

The claim reference number will be displayed on this screen, as well as emailed to the email address provided earlier. You will require this information to check the status of your claim online.

## **2. HOLDS & DELAYS**

### **What does ON HOLD mean?**

On Hold status means that your application cannot be validated for approval without your help.

When a claim goes On Hold, you will need to update your application with the required missing information. Once updated, your claim will be automatically re-submitted allowing us to validate, approve, and pay the reward.

There is no need to re-enter the application or call us.

You can update your application at by clicking on "Check existing claim" and entering your Claim Reference Number and email address.

Upload the missing or clarifying information and click **Update Claim**.

### **My claim is ON HOLD for “Blank or hard to read Invoice”.**

If our team is unable to view the necessary information on your invoice to validate your claim.

Ensure you attach a clear copy of your invoice ensuring it is not blurry or hard to read and shows all four corners.

You can update your application at [www.frigidairerebates.ca](http://www.frigidairerebates.ca) by clicking on "Check existing claim" and entering your Claim Reference Number and email address.

Please upload the missing or clarifying information and click **Update Claim**.

### **My claim is ON HOLD for “Invalid serial number”.**

This means that the serial number you have entered does not validate with the model number submitted. Please review the serial number you input and update if needed.

Please visit <https://owner.frigidaire.com/support-articles/article/1858491-where-can-i-find-my-model-and-serial-number-> for assistance locating your serial number.

Please upload the missing or clarifying information and click **Update Claim**.

### **My claim is ON HOLD for “Item/model number not on Invoice”.**

The model detailed in your claim submission is not listed on your invoice, or an incorrect model was chosen during submission.

Ensure that the model you purchased, as shown on your invoice, is the same model you have selected in your claim.

You can update your application at by clicking on "Check existing claim" and entering your Claim Reference Number and email address.

Please upload the missing or clarifying information and click **Update Claim**.

### **Has my claim been approved?**

You can check your claim status online at [www.frigidairerebates.ca](http://www.frigidairerebates.ca) by clicking on "Check existing claim" and entering your Claim Reference Number and email address. If your claim status shows "In Final Review" this means one of our specialists is auditing your claim as a final step before initiating the payment cycle. The good news is your claim has been approved and no further effort is required on your part.

The audit process can take 2-4 weeks to move your claim to "Approved" status. Once your claim is marked "Approved", you will receive an email from our card provider advising you of next steps.

### **My claim is ON HOLD for “incorrect customer information”.**

The customer information entered on the application must match the customer information on the invoice, including customer address.

Customer information cannot be updated online for security reasons. Please contact the Electrolux Promotions team at [ehpcanadarebates@360incentives.com](mailto:ehpcanadarebates@360incentives.com) or call 1-866-226-7076. For quicker processing, you can upload an updated invoice showing customer information on your claim. Your claim will automatically resubmit for review.

### **Why is my claim DECLINED?**

Typically, a claim is declined because the stated terms and conditions of the program have not been met. Reasons for a decline may include:

- Invoice/purchase date must occur between program start and end date
  - Purchases must be made within the program guidelines which stipulate a start and end date of the promotional period
- Duplicate Claim
  - Another claim was submitted for this purchase, so one claim is declined

Please check your claim often and confirm the program requirements have been met by visiting [www.frigidairerebates.ca](http://www.frigidairerebates.ca) and clicking "Check Existing Claim". Use your claim reference number and email address to login and review your claim.

### **My claim is DECLINED for "Key date not eligible".**

Products must have been purchased between the start and end date for the program. Please note that the invoice/purchase date is the date the sale was initiated, and the first date to appear on the invoice is taken to be the sales date.

### **My claim is ON HOLD for "dealer does not match invoice"**

The dealer on the application does not match the dealer listed on the invoice. Please ensure you provide a copy of the invoice that clearly shows the Installer

You can update your application at [www.frigidairerebates.ca](http://www.frigidairerebates.ca) by clicking on "Check existing claim" and entering your Claim Reference Number and email address.

Please upload the missing or clarifying information and click **Update Claim**.

If the wrong Installer was chosen when the claim was submitted online, please contact the Electrolux Promotions team at [ehpcanadarebates@360incentives.com](mailto:ehpcanadarebates@360incentives.com) or call 1-866-226-7076

### **The model number on my application is incorrect or entered wrong.**

If the model number on the purchase invoice does not match the model number on the application, please contact our Electrolux Promotions team at [ehpcanadarebates@360incentives.com](mailto:ehpcanadarebates@360incentives.com) or call 1-866-226-7076 for further assistance.

### **How long does it take to process my claim?**

A claim requires 6-8 weeks for processing and payment from the date of submission.

The processing period may be delayed if the claim is placed on HOLD for any reason. All program requirements must be met to issue payment.

Our client care team can make the change, please contact Electrolux Promotions at [ehpcanadarebates@360incentives.com](mailto:ehpcanadarebates@360incentives.com) or call 1-866-226-7076 for further assistance.

### **How can I check my claim without a claim number?**

Please contact Electrolux Promotions at [ehpcanadarebates@360incentives.com](mailto:ehpcanadarebates@360incentives.com) or call 1-866-226-7076 for assistance.

### **3. Tips & Tricks**

- Once you submit your claim for processing, please monitor the status of your claim frequently. Visit [www.Frigidairerebates.ca](http://www.Frigidairerebates.ca) select the "Check existing claim" button and log in to monitor your claim status.
- Uploading documents like invoices can be a challenge. Using the browser on your smartphone to submit your reward may be easier to upload photos of your documents directly from your phone. Or take a photo with your phone and email the photos to yourself so you can use your desktop or device to complete the submission and upload saved photos of your documents.
- To find your Dealer, enter their name and select the Installer from the dropdown menu.
- Please check your email's JUNK folder often to receive claim status notification emails
- Please take care entering your claim data. Any errors during the claim submission process will result in your claim being placed on HOLD.
- If your claim is placed on HOLD, you will be sent an email with follow-on instructions

### **4. General Information**

#### **How do I cancel or delete my claim?**

Your claim is only submitted after you complete the claim submission process and receive a Claim Reference Number. If you have not yet completed all the submission steps, then your claim has not been submitted and you can simply close the browser session and re-start a new claim.

If you have submitted your claim and wish to cancel it, Please contact Electrolux Promotions at [ehpcanadarebates@360incentives.com](mailto:ehpcanadarebates@360incentives.com) or call 1-866-226-7076 for assistance.

#### **How do I track my claim using a claim reference number?**

Please visit [www.Frigidairerebates.ca](http://www.Frigidairerebates.ca) and click the **Check existing claim** button.

Enter your Claim Reference Number and email address to log in and see detailed information relating to your claim - including processing status.