



FREQUENTLY ASKED QUESTIONS

About Rebate Center

If I provide my email address on the rebate application or on the website for the online application, will you use it for anything other than rebate verification?

If you have opted-in to receiving certain communications, your email address will be used to send you promotional and other materials for EyeQue. We will never share your email address or personal information with any unrelated third party except as necessary to fulfill transactions that you initiate.

Is my privacy protected?

Our website is registered with site identification authorities to enable your browser to confirm our security identity before any transmission is sent. With this technology, the identity of our site is automatically confirmed behind the scenes prior to the transmission of any customer information requested to complete a rebate transaction and ensures that your data reaches your intended target or your browser notifies you (prior to your sending any personal information) that the potential receiving site looks suspicious and should be avoided. Security Guarantee: If you are using a security-enabled browser (such as Microsoft Internet Explorer version 2.1 or greater, or Netscape Navigator version 2.0 or greater), the information you send us is encrypted, making it extremely difficult to read even if it is wrongly intercepted. We utilize industry-standard Secure Sockets Layer (SSL) technology to allow for the encryption of: potentially sensitive information such as your name and address. Standing behind our security technology, we also provide our Website Security Guarantee, further ensuring that you are protected every time you come to our site.

Qualifying Rebates

Which reseller do I have to purchase the item from in order to qualify for a rebate?

This offer only applies to purchases made on the EyeQue website.

I bought more than one of the same product that a rebate was offered on. Can I submit for more than one rebate?

One rebate offer per household.

Do rebates expire?

Product rebates are only valid for a specific time frame. The offer code may change for the same product as the time frame of the purchase changes, or the offer code may be extended. If the offer code is no longer on the website, it is expired or no longer valid. You may no longer apply for this rebate. Refer to your rebate documentation for specific dates. Be sure your purchase date falls within the dates of the offer code as stated in the terms and conditions.

How many days after my purchase can I send in my rebate?

Rebates will be accepted up to 30 days after date of purchase.

I forgot to mail my rebate and now it has expired. If I send it in late, will I be able to get my rebate?

Promotions such as rebates are carefully planned for very specific time frames. If the postmark date has passed for your rebate, unfortunately you will not qualify. Be sure to check the dates and apply on time.



FREQUENTLY ASKED QUESTIONS

I bought my product during the rebate timeframe but received it after the rebate redemption period expired. Can I still redeem my rebate?

Yes. Simply provide valid proof that your shipment was delayed such as a packing slip showing when the product was shipped.

Rebate Payments

What are my payment choices?

Your Rebate will be processed in the form of a Mastercard Prepaid Reward Card according to the terms of the rebate offer. Normally, rebate payments are received 8-10 weeks after approval.

Whose name will appear on the rebate card?

The name on the card will be the same as the name on the rebate application. This name must match the billing information on the invoice as stated in the terms and conditions of your rebate offer.

How do I change the name on the rebate card?

The card will only be made out to the name on the rebate application. This name must match the billing information on the invoice as stated in the terms and conditions of your rebate offer. There is no way to have it made out to another name.

Where will my rebate be sent?

The rebate will be mailed to the address on the rebate application. The address must match the billing information on the invoice as stated in the terms and conditions of your rebate offer.

Does my rebate card ever expire?

There is an expiration date embossed on the front of your Prepaid Card; you may not use your Prepaid Card after the expiration date. Reward expiration times are indicated in the terms and conditions of your rebate offer.

Registering for a Rebate

How do I claim a rebate?

In order to claim your rebate, you must first visit our website at <http://eyeque.4myrebate.com/> and click on Register for a Rebate. You will need your offer code for the product that you will be applying for. If you do not know your offer code, it can be searched for by category or manufacturer. Enter the required information and upload all required documentation. You will be able to follow your rebate status on our website using your confirmation number or email address.

I did not get a rebate form with my product. Can I still apply for my rebate?

Yes. All of our product rebate applications can be found on our website. You can begin by clicking on Register for a Rebate at the top of the page and entering your rebate offer code. If you do not know the offer code, you can search for your product by category. Then follow our five easy rebate redemption steps

How do I obtain an offer code?

Obtaining your offer code is easy. It can be located on the rebate information document from the website.



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What is a packing slip?

The packing slip must include your bill to and ship to address, the item purchased which qualifies for the rebate, the place of purchase and date of purchase. All information must meet the requirements as stated in the terms and conditions of the rebate offer.

What is an order confirmation?

Similar to an invoice, an order confirmation will contain your order number, billing and shipping information, item ordered, and payment method. This will be sent to your designated email address after completing your order on the EyeQue website.

What is a Serial Number and where is it located?

The serial number is an 8-digit sequence of letters and/or numbers. It is located inside the Personal Vision Tracker case, underneath the miniscope.

Do my packing list and order confirmation have to match my rebate mailing address?

Yes. The address on your packing list and order confirmation must match the address on the rebate form.

Do I need to have a computer to submit a rebate?

The rebate application process is entirely electronic, so you will need access to a computer in order to obtain your rebate form, register in our system, and upload the required documents. You will also need an email address to receive updates regarding your rebate status.

What if I don't have an email address?

If an email address is not provided, we have staff available to help you. Please call 800-286-9146 or email us at customerservice@help.4myrebate.com for assistance.

Rebate Status

How can I check the status of my rebate?

As the status of your rebate updates, you will receive updates via email. You may also enter your tracking number or email address on the [Track a Rebate](#) page to see your current status. If you are still having trouble, you may email your inquiry to customerservice@help.4myrebate.com.

How do I get my rebate tracking number?

After completing the rebate application, you should receive an email within 24 hours allowing you to print the completed rebate form and track your status. If you have not received your tracking code within 24 hours, you may email our customer service department at customerservice@help.4myrebate.com for further assistance. Please include all details on the rebate that you are applying for.

I applied online but did not receive an email confirmation. What should I do?

Email confirmations are generally sent within a few minutes of application submission, however in many cases it may take longer for delivery. If you haven't received your email confirmation 1 hour after applying you should first check your SPAM or Junk Mail folder as some Internet service providers, especially smaller providers, employ browsers or other utilities which may erroneously identify your confirmation email as SPAM and block its delivery. Using an email account from a popular provider such as MSN, Yahoo, Hotmail or Gmail normally prevents blockages that may occur with smaller providers. If you haven't received your confirmation email after 24 hours or require assistance in changing your registered email address, please contact our customer service department at 800-286-9146 by having tracking number ready or by email at customerservice@help.4myrebate.com. We apologize for any inconvenience this may have caused.



FREQUENTLY ASKED QUESTIONS

Other

I couldn't find the answer to my Question. What do I do now?

Please contact our customer service team at customerservice@help.4myrebate.com. We will be happy to assist you!