

FAQ Rebate Inquiries

Description:

How to respond to the Forms Processing FAQ Rebate Inquiries

Guidelines:

Verifying or determining valid rebate inquiries may require a bit of research. For other additional and helpful response templates for various scenarios, view the “Forms Processing- Rebate Inquiry responses” word doc from the following file path. M:\Support Team\Best Practice's 2023

Process:

STEP	ACTION
1	<p>When a Rebate inquiry comes in, it will look like this:</p> <p>First Name: (required) John</p> <p>Last Name: (required) Demertsidis</p> <p>Your Email: (required) greekd5@aol.com</p> <p>Your Phone:</p> <p>Order Number: 5007817125</p> <p>Request Type: Rebate Question</p> <p>Comments I need help getting my rebate. Thank you.</p>
2	Whether the order number is provided or not, use any of the customers info to look up the order. Determine the purchase date and product brand
3	Pull up the KC Promotions Calendar go to the date of purchase, and look for any relative promotions running during that time

NATIONAL
PROMOTION CALENDAR
MAY 2023

PREV. MONTH

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Military 5% Instant	Yokohama up to \$125 Rebate	Hankook up to \$100 Rebate	Goodyear up to \$75 Rebate	Mickey Thompson up to \$100 Rebate		
DTD Military 5% Instant	Spring Savings	Coker \$150 Rebate	Kumho \$80 Rebate	Pirelli Rebelle Rally		
	DT-AT Credit 5% Instant	1	2	3	4	Bridgestone \$110 Instant
	Michelin/BFG \$110 Instant				Firestone \$90 Instant	Continental \$110 Instant
7		8	9	10	11	12
	Cooper \$100 Instant				Voxx \$80 Instant	13
14	15	16	17	18	19	20
	Continental \$110 Instant		Michelin \$110 Instant			
21	22	23	24	25	26	27
				Memorial Day Deals		
28	29	30	31			

Promotion Type: **DT/AT** **Manufacturer** **Direct** **Instant** **Pit Pass** **EXPIRED**

Note: Notice the "Promotion Type" key under the calendar which explains what each colored promo is. Most of the rebate inquiries we receive are for Manufacturer rebates.

You can click on any promo and an info pdf will open in your browser giving you all the information needed. Use this information to determine if the customers order qualifies for any of the promos or available rebates

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MANUFACTURER PROMOTION

GOOD YEAR KELLY TIRES

Promotion Dates
4/1/23 through 6/30/23

Participating Regions
All regions and DTD

Offer Amount and Product Lines
-\$75, \$50, or \$25 Visa® Prepaid Card or Virtual Card with purchase of select sets of 4 Goodyear or Kelly tires.
See rebate form on right for details.

Rebate Submission for Customers
Visit goodyear.com/rebates to submit your rebate and check rebate status, or submit by mail using rebate form (link on right).
For questions, call Goodyear Rebate Customer Service at 1-888-683-872

Additional Credit Card Savings
Additional savings available on any purchase of \$399+ when you use your Discount Tire credit card. Refer to KC calendar for credit card offer dates and amounts.
Offer financing on every sale! No-interest credit terms are available.

Questions?
Contact your regional staff

Rebate Form
Click to view or print



	<p>If you find a valid manufacturer rebate for their order, reply to the email inquiry with the following response:</p> <p><i>Hello,</i></p> <p><i>Thank you for taking the time to reach out to us regarding your rebate status.</i></p> <p>5 <i>We looked into your inquiry and found that you are referring to our (BRAND) manufacturer rebate. Unfortunately, we do not process those rebates. We also do not have any access to look up or view the status of any of their rebates. You will need to reach out to their rebate center, and they will be able to provide more information on your rebate status.</i></p> <p><i>You can contact them via phone or their website to see if you can check the status that way. Otherwise, please contact our Customer Care Department by phone at 1 800 385 3322 and the first available representative will be able to assist you.</i></p> <p><i>We apologize for any confusion or inconvenience and thank you for your business.</i></p>
Note:	<p>If the promo pdf provides a link where customers can submit their rebate, include that link in your response. If there is a phone number available for them to contact, modify the template above as necessary to include that in your response as well.</p>
6	<p>If you find a different valid rebate/promo, double check their invoice to see if the discount shows anywhere or has already been applied</p>
7	<p>If the discount has already been applied, reply to the inquiry letting the customer know and offer them a copy of their invoice for their own reference</p>
8	<p>If the discount isn't showing, send the following response advising them to contact customer care for further assistance:</p> <p><i>Hello,</i></p> <p><i>Thank you for contacting Discount Tire Direct.</i></p> <p><i>Please contact our Customer Care team by phone at 1 800 385 3322 and the first available agent will be able to assist you.</i></p>
Note:	<p>"Sendus" is a new partner of DTD who handles our rebates. You can reach out to our representative Oumar at oba@360insights.com, and ask for assistance there as well.</p>

Contact:

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