

FREQUENTLY ASKED QUESTIONS



How does the incentive work?

After the sale of eligible residential retrofit doors with or without the bundle of qualifying Genie® openers, the sales person will submit a claim online at WayneDaltonIncentives.com. Dealer name, product description, SO# and customer invoice # must be filled in by you on the rebate form.



How do I submit my sold order?

Claims MUST be submitted at: waynedaltonincentives.com. Claims CANNOT be mailed.



What is the time frame on the incentive?

The incentive is for eligible sales between 3/1/24 and 4/30/24. Claim forms must be submitted by 6/30/24.

When is the deadline to submit my sales claim?

If the submit by date has passed for your rebate, you will NOT be eligible for the incentive payment. Always check the terms and conditions as soon as possible to ensure you submit in time. All sales claims must be submitted by 6/30/24.



Do I have to provide my Social Security Number (SSN)?

Yes. US tax regulations require that payments \$600 and over be reported as income. If you have received \$600 or more from this program, you will receive a 1099 form after the first of the following year to use for your taxes. Claims without your SSN the 1099 cannot be issued.

Do I have to give my e-mail address?

An e-mail address is required as it allows us to provide you with up to date information regarding your reward request. All information submitted with your reward request form is kept confidential.

Which Wayne Dalton doors are eligible?

Models 8300, 8500 and 8600.

Which Genie® openers are eligible?

All Genie® openers excluding Models 2028, 2128, 1028 and 1128.

How can I check the status of my reward?

Please click "Check Status" from the navigation menu to check the status of your request.



What does my Claim status mean?

In Process - Validating claim information.

Pending - Claim is in the review process.

Approved - Claim has been approved for payment.

Denied - Submission is not valid for rebate incentive.

If there are additional questions regarding your rebate status, please review the 'Contact Us' page for a Customer Service e-mail address or phone number.



What is the lead time for each of the products?

Please go to WD Connect connect.wayne-dalton.com for the most up to date lead times. Lead times can be used as a talking point to the customer as a selling tool.

How do I contact you with questions?

We are here to help you! Our customer service hours are 8:00 am - 4:00 pm MST, Monday - Friday. You may call us at (844) 750-2394 or e-mail us at waynedaltonincentives@acbcoop.com. For prepaid Master Card* inquiries, please visit myprepaidcenter.com or call (877) 610-1075. For more information contact your District Sales Manager and find more information on WD Connect.

Terms and Conditions

Submission: You will submit your qualifying orders through a secure third-party website portal and will have until June 30, 2024, to complete this process. As part of this process, you will need to register and provide your contact information, social security number, and dealer information. Payments will be issued using Visa gift cards, and 1099 forms will be issued to anyone who exceeds \$600 during the promotional period. More information on how to submit orders for payment will be provided along with training material.

Terms & Conditions: Valid for NEW residential & commercial orders only. No retroactive Incentives for orders that have been invoiced. Purchases must be booked between 3/1/24 and 4/30/24. Incentives are paid on full standard dealer pricing only, cannot be combined with any other offer or special pricing. To be eligible for the SPIFF payment a valid consumer sales invoice must be submitted and corresponding SO# provided. SPIFF must be claimed by 6/30/24. Offer valid while supplies last. Participant must be an employee of an authorized Wayne Dalton Dealer, 18 years or older, and resident of the United States. Any participant receiving \$600 or more will receive a 1099. All federal, state and local taxes are the sole responsibility of the participant. Wayne Dalton reserves the right to cancel or modify this program at any time without notice. All claims are subject to Wayne Dalton's review and validation. Additional terms and conditions may apply.

*In Canada, Prepaid Mastercard® is issued by Peoples Trust Company under license from Mastercard International Incorporated. In the U.S., Prepaid Mastercard and Mastercard Gift Card is issued by Pathward, N.A., Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard and the circles design are trademarks of Mastercard International Incorporated.



2501 S. State Hwy. 121 Bus., Ste 200
Lewisville, TX 75067

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