

Retro Rewards

Wayne Dalton™

FREQUENTLY ASKED QUESTIONS

PROGRAM DETAILS



Which Wayne Dalton doors are eligible?

All Wayne Dalton Resi Retrofit Models: 9405, 9605, 8300, 8310, 8350, 8500, 8600, 8670, 8680, 8800, 8850, 8855, & 8450. Sales/products under builder contracts are not eligible.



What is the time frame on the incentive?

The incentive is for eligible sales between 7/24/26 and 9/30/26. Claim forms must be submitted by 11/30/26.



How does the incentive work?

- 1) Purchase and sell one of our eligible products
- 2) Set up a profile with our online claim portal
- 3) Submit your claim/sale
- 4) Select physical or virtual gift card
- 5) Our representatives will review & reach out or approve. If approved, your gift card will be available to you within 2-6 weeks



How does the sales contest work?

The top 3 sales representatives that sold the most doors throughout the promotion will be sent additional checks at the payouts listed below. This is not issued by total number of claims, but the total number of approved units. Payout will take place in December after all claims have been processed.

- 1) 1st Place - \$5,000
- 2) 2nd Place - \$3,000
- 3) 3rd Place - \$1,000



How does the Circle of Excellence contest work?

Each approved claim submission = 1 dealership entry into the sweepstakes to attend COE2027. This is an all expenses paid 5 day/4 night trip dedicated to rewarding our top dealers. COE2027 Will take place in Guanacaste Costa Rica 3/31/27-4/3/27. The winning location will consist of a single room (double occupancy) stay for the dealer location's owner & guest. Winner will be announced in December after all claims have been processed.

CLAIMS SUBMISSIONS



How do I submit my sold order?

Claims MUST be submitted via our online portal. Claims CANNOT be mailed. Dealer name, product description, SO# and customer invoice # must be filled in by you on the rebate form.



When will the online portal be live?

Online portal will be live mid-August. Stay tuned for further details. All sales eligible sales from 7/24 – portal live date will be honored.



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 \$2,000 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.



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.



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 11/30/26.



How do I contact you with questions?

Stay tuned for details once the submission portal is live.

Terms and Conditions

Submission: You will submit your qualifying orders through a secure third-party website portal and will have until November 30, 2026, 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 residential retrofit sales only. Builder contract sales are not eligible. No retroactive Incentives for orders that have been invoiced. Purchases must be booked between 7/24/26 and 9/30/26 and incentives must be claimed by 11/30/2026. 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 11/30/2026 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 or Canada. Any participant receiving \$2,000 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. The Circle of Excellence contest winner is allocated to the Dealership owner/CEO and is not intended for sales representatives at the location. 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.