



Rebate Frequently Asked Questions

Help, I lost my receipt! Now how do I get my rebate?

Not to worry. We've come a long way from the days of handwritten receipts and carbon copies! Most stores can reprint you a receipt, especially if you paid with a credit card and know the exact date of your purchase.

If I'm asked to send the original "UPC", what does that mean?

This means you need to send the product bar code, usually found on the bottom of the box or inside flap of the box consisting of 12 numbers. But some boxes may have several different looking bar codes, and it can get confusing! If you are unsure, ask someone at the point of purchase or call the customer service number on your rebate form.



I forgot to send in for 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 timeframes. If the postmark date has passed for your rebate, unfortunately you will not qualify. Please be sure to send in for your rebate right away in the future.

How do I check on the status of my rebate?

Checking the status of your rebate is easy. You can check the status of your rebates by simply clicking on "Track Your Mail-in Rebate" and completing the requested information. If you prefer to call to get the status of your rebate, you may utilize our automated voice response service to quickly get the status of your submission. To utilize this service, simply dial the toll-free number provided on your rebate form.

I purchased the product that I am submitting a rebate for online and did not receive a receipt. Can I still receive a rebate?

Qualifying purchases made online should have been accompanied by a packing slip. For these purchases, the packing slip may be used as the receipt.

I checked the status of my rebate and it states that my submission is invalid. What do I need to do to receive my rebate?

If you are invalid due to missing information such as original UPC or other proof of purchase, you may submit the missing information to:

**SIRIUSXM Rebate Program
Resubmission Department
P.O. Box 540156
El Paso, TX 88554-0156**

Be sure to include your name, address, phone number and tracking number.

How long do I have to resubmit my rebate?

If you receive an email or postcard stating that your rebate is invalid we encourage you to resubmit with the correct information within 30 days of the email send date or postcard mail date. Please resubmit to the following address:

**SIRIUSXM Rebate Program
Resubmission Department
P.O. Box 540156
El Paso, TX 88554-0156**

Be sure to include your name, address, phone number, promotion name and tracking number.

If I complete the online submission, why do I still have to mail in the form and required information?

By completing the online submission process, your rebate can be expedited through the process once we receive the paperwork. This also ensures that all information required to validate your rebate is accurately captured. You still must mail in the rebate form and all supporting documentation to validate your claim to ensure that the correct product was purchased during the promotional period.

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

Many rebates have a limit on the number of claims that can be submitted on a single promotion. To find out the specific rules for the promotion you are submitting, please review the promotion details on your rebate form or website.

Why does it take up to 8 weeks to process rebates?

We handle millions of rebates; each request is handled separately. This level of individual attention is why it can take up to 8 weeks to process a rebate.

What are ClickChoice Rewards?

ClickChoice is a unique program that gives consumers the opportunity to select their reward. Simply click and choose a product or service, or take the original rebate reward. Products and services offered will reflect values at or above the original rebate reward.

It is very easy to participate in the program as the whole process is completed online. You will be offered several rewards to choose from. All you have to do is click the "Select" button next to the reward you want and submit your rebate as usual.

Purchases made from buy.sirius.com, shop.sirius.com, shop.xmradio.com, Best Buy, Best Buy.com, Radio Shack, Radioshack.com, Sam's Club, Target and Wal-Mart store locations are excluded from the above mail-in-rebates. These offers cannot be combined with other offers or promotions from SIRIUS or XM or and truck stop dealers. Offer not valid on pre-owned radios, or on radios or tuners that replace an existing radio or tuner on an account. Offer not available for purchases by groups, clubs, or organizations.

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