

QUICK GUIDE: HOW TO REDEEM E-BIKE INCENTIVES



Bentonville is implementing an e-bike incentive program. Residents will be issued rebate codes to be used at participating retailers. This is a quick reference for participating retailers on how to redeem the rebates. To request a full training or ask questions about the program, contact BentonvilleEbikes@APTIM.com.

ABOUT THE REBATES

- Rebates are applied at the point of sale, and the participating retailer is reimbursed by the program. Rebates must be used to purchase eligible equipment.
- If the eligible equipment costs less than the value of the rebate, any unused value is forfeited. Rebates cannot be applied to sales tax, assembly, or shipping costs.

E-BIKE ELIGIBILITY

STANDARD E-BIKE

- 2–3 wheels and fully operable pedals
- Battery powered, supplying 750 watts of power or less
- The e-bike battery must meet the safety certification requirements for the program.
- Must be sold as new

CARGO E-BIKE

- Same eligibility standards as standard e-bike
- Designed to carry one or more passengers in addition to the rider OR designed to carry heavier or bulkier loads than a traditional bicycle
- Has an extended frame with a carrying capacity of at least 100 lbs

ADAPTIVE E-BIKE

- E-Bikes specifically designed to meet the physical or mobility needs or abilities of the operator or a passenger.



SAFETY EQUIPMENT ELIGIBILITY

Safety Equipment Rebates can be used to purchase helmets and or locks.

	STANDARD	E-CARGO	ADAPTIVE	SAFETY EQUIPMENT
Non-income-qualified	\$500	\$900	\$900	N/A
Income-qualified	\$900	\$1300	\$1300	\$100

THREE STEP VOUCHER PROCESS

STEP 1: VERIFY REBATE VALIDITY AND TYPE

- Before you complete the sale of the e-bike, verify the voucher details.
- Sign into rebate program portal (access below), enter the rebate code, and click “Verify” to see:
 - Rebate status (“VALID” means the rebate is unused and not expired.)
 - Name of rebate holder
 - Type of rebate (standard e-bike, e-cargo bike, adaptive e-bike, or safety equipment)
 - Dollar value of the rebate
- Do not press “Redeem” yet.

STEP 2: COMPLETE SALE AND REDEEM REBATE

- Once the customer has selected their qualifying e-bike, complete the sale. Items should be discounted up to the value of the voucher.
- Press “Redeem” in the portal. Double check the voucher details.
- Answer the questions in the rebate information section.

STEP 3: UPLOAD PROOF OF SALE AND SUBMIT

- Proof of sale should include:
 - Price of the e-bike before voucher
 - Voucher amount applied to the sale, clearly labeled (any other discounts and incentives should be listed separately)
 - Sales tax
 - Amount paid by voucher holder
- Be sure to press “Submit” to complete the redemption.



ACCESS REBATE PROGRAM PORTAL



<https://bentonvilleebikes.aptim.com/>

Helpdesk Phone:
888-267-5809

