



## Electrify Nova Scotia Rebate Program Guidelines For E-Bike Retailers

### Contact Us

Email is the preferred form of communication and will speed up the processing of your rebate. If you have any questions or suggestions, please contact us at:

[electrify@cleanfoundation.ca](mailto:electrify@cleanfoundation.ca)

1-877-522-1110

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## Introduction

These guidelines are for electric bike (e-bike) retailers to help you implement the new Electrify Nova Scotia Provincial Rebate Program. The goal of the program is to accelerate e-bike adoption in Nova Scotia by providing consumers with convenient and fast rebates on eligible e-bikes. This program is funded by the Department of Natural Resources and Renewables and administrated through Clean Foundation.

Rebates are provided on a first come first serve basis to approved applicants for eligible e-bikes.

As this is a new program, we anticipate that there will need to be continuous learning and periodic adjustments to the process to make it a better fit for consumers and retailers. We encourage and welcome your feedback on how we can improve the program.

## How does the Electrify Rebate Program Work?

For retailers that do not offer point of sale (POS) rebates, consumers can apply for retroactive payment by applying directly on our website. Rebate applications should be submitted within 30 days of purchase.

The e-bike rebate will apply to any year, make or model of e-bike, purchased after the program start date of February 24, 2021 so long as it meets the following criteria:

- the e-bike retails for at least \$1,200, up to a maximum of \$10,000 inclusive of sales and discounts, but exclusive of taxes and delivery fees;
- the e-bike must not have been made with a conversion kit;
- the electric motor must be 500 watts or less and be capable of propelling the cycle no faster than 32 km/h on level ground without pedaling;
- the e-bike must be equipped with a mechanism that either: (a) allows the driver to turn the motor on and off, or (b) prevents the motor from turning on or engaging before the e-bike attains a speed of 32 km/h;
- the motor must disengage when the operator: (a) stops pedaling, or (b) releases the accelerator or (c) applies a brake;
- the motor cannot be gas- or diesel-powered;
- the e-bike must have pedals; it must be capable of being propelled by muscular power using the pedals, but it is not necessary to always be pedaling; and
- The vehicle must meet any other conditions in the [Motor Vehicle Act](#) and regulations (R.S., c. 293, s. 1).

The e-bike must be purchased new from a retailer with a physical storefront in Nova Scotia (this includes both independent retailers as well as local outlets of chain stores). E-bikes must be paid in full (i.e. can not be on layaway).

Used e-bikes and new e-bikes ordered from third-party online retailers such as Amazon and Alibaba.com, directly from e-bike makers, or from individual private sellers are not eligible for a rebate.

See the Electrify Nova Scotia Rebate Program [Frequently Asked Questions](#) for more details on the program.

### Cases of Returns

E-bikes returned after rebates are given are dealt with on a case-by-case basis. We would ask that you retrieve the rebate from the customer at the time of return. Once returned with the rebate, please email us with the following information: Consumer Name, Serial Number, a copy of the return receipt.

## Program Timing

The Electrify Nova Scotia Rebate Program launched on **February 24, 2021**. Any sales made on or after that day are eligible to receive a rebate.

The program does not have an end date. The rebates will remain available until the budget allocated for this program is completely exhausted or until such time as the Province of Nova Scotia decides to terminate it, with or without notice. Rebates are available on a first come first serve basis to approved applicants based on approval date.

As the Program Administrator, Clean Foundation is not in control of the decisions around program funding termination. However, we will provide as much information as we are able to as early as possible to assist you in managing your business for processing rebates.

## Rebate Amounts

A \$500 rebate is applied to eligible e-bikes after other taxes and fees are applied. Individual consumers are limited to one (1) e-bike rebate per calendar year. There is no limit on the number of e-bike rebates that are claimed by municipalities of Nova Scotia, First Nations or businesses or non-profits that are registered in Nova Scotia, or which have a Nova Scotia-based affiliate.

## Accessing the Rebate

### Retroactive Claims by Consumers

For e-bike retailers who opt to not offer the rebate at point of sale, consumers will only have the option of applying directly to the Program Administrator for a rebate. They can find the application form and instructions on the program website: [electrifyns.ca](http://electrifyns.ca).

### Instant Point of Sale Rebates by Retailers

Retailers who choose to do so can apply point of sale rebates per the following steps

#### Verify eligibility

- a. Verify that e-bikes meet the [eligibility criteria](#) and fall within the parameters of the program.
- b. Verify the eligibility of the purchaser by confirming that they are one of the following:
  - resident of Nova Scotia;
  - authorized representative of a Nova Scotian municipality;
  - authorized representative of a business or non-profit that is registered in Nova Scotia, or which has a Nova Scotia-based affiliate; or
  - authorized representative of a First Nation located in Nova Scotia.

- c. To be eligible the rebate recipient must intend on using the e-bike primarily in Nova Scotia. Verify the customer's intent to primarily use the e-bike in Nova Scotia and have them sign off on their intent on the consumer consent form.
- d. E-bikes shipped outside of Nova Scotia will not qualify.
- e. The customer must have physical ownership of the e-bike. E-bikes on layaway will not be considered until they have been paid in full and a receipt has been provided.

## 2. Apply the rebate

Note that the rebate must be applied **after tax**. If your transaction software does not permit this, it is acceptable to complete the sale without the rebate applied and then complete a second transaction where the consumer receives a \$500 refund. In this case, both the original sales and refund receipts would be submitted to seek reimbursement for the rebate.

## 3. Complete Rebate Paperwork with Customer Present

Have the consumer complete the **Consumer Consent and Rebate Received Form** (available from [electrifyns.ca](http://electrifyns.ca)). This form allows you to share the protected information in the sales documentation with us as a third party. This form provides proof that the customer received the rebate at the point of sale by having them agree that they have received the rebate at the time of purchase and the rebate amount. Without this form, we cannot process your rebate claim. All attestations must be initialed by the customer, and the form

# Reimbursement for E-Bike Sellers

## 1. Register your business

Have an authorized representative register your business with the Program Administrator by going to the [registration page](#) and submitting your information. This only needs to be done once and will enable payment through direct deposit. (If you have already applied POS rebates prior to registration, these will be honoured so long as they meet the program criteria publicly available at the time the rebate was applied.)

## 2. Submit a claim application

Rebates are processed through an application process on a first come first serve basis. The application process is done as follows:

Please note we ask that rebate claims be submitted within 30 days of purchase.

- a. Visit the [online rebate claim form](#) (also accessible through [electrifyns.ca](http://electrifyns.ca); you may want to bookmark this link to make it easy to find again.)
- b. Select dealership/retailer
- c. Select your retailer name. All communication regarding your claim will be with the email that was used when the registration process was originally completed. If you would like a secondary individual to receive emails about this claim this can be added in the "alternate dealer/retailer email" section.

- d. Complete the form for each product that is rebated. You will need to enter the consumer’s first and last name, address, and date of birth, as well as information on the year, make, model, and base price (before taxes, fees and delivery charges) of the e-bike. This information will be on the consumer consent and rebate received form and the receipt.

Note: For an organization application please use the “first name” as the organization name and “last name” as the authorized representative name. For date of birth use the date of purchase.

- e. Upload the required documents:
- i. Bill of Sale, purchase receipt or invoice (**must clearly state the make, model, and price of e-bike**)
  - ii. Consumer Consent and Rebate Received Form

*For privacy reasons, in the supporting documentation, please do not include (or redact) credit card or other payment information.*

If these documents are incomplete, poor quality or resolution or otherwise unclear you can expect an additional 2 weeks of processing time after all documents have been received by the Electrify team.

### 3. Reimbursement

- Rebates are paid through an EFT to the banking information provided at the time of registration.
- Each claim will be assigned a tracking ID. You will receive an email with that applications tracking ID.
- If there is missing data, the Electrify team will email citing the customer’s name and tracking ID, and ask for the missing piece of data.
- Once Approved or Declined you will receive an email notifying you of the status change.
- If you would like to find out the status or have questions about your application, please include the customer’s name and unique tracking ID in an email to [electrify@cleanfoundation.ca](mailto:electrify@cleanfoundation.ca).
- We aim for payments will be made to retailers in net 30 days from submission of complete documents. The time required to request missing or incomplete information will be added on to this timeline.
- Remittance slips are emailed to the email used at registration when rebates are paid out and will cite the last 6 digits of the VIN as the bill ID number. See sample below

Clean Foundation  
126 Portland Street  
Dartmouth NS B2Y 1H8  
[finance@cleanfoundation.ca](mailto:finance@cleanfoundation.ca)  
[clean.ns.ca](http://clean.ns.ca)



#### Remittance Slip

Payment To

Date:  
Reference No:

Bill Number	Bill Date	Due Date	Original Amount	Balance	Payment
1234 5678	16/06/2022	16/07/2022	500.00	500.00	500.00

↑  
These 4 digits are the unique rebate ID assigned at the time of application submission and are referenced in the rebate approval email sent at the time of approval

End of Guidelines