PROGRAM POLICIES

YOU NEED TO BE AWARE OF

The B.C. Scrap-It Program Society is a not for profit society. It is not a provincial or federal government program. As such, all incentives are subject to change at any time without notice as they are directly linked to available funding.

Program incentives are available to REGISTERED OWNER(S) of vehicles only. This does not include principal drivers or family members as identified below.

NO EXCEPTIONS WILL BE MADE TO ANY OF THE FOLLOWING POLICIES, FOR ANY APPLICANT, FOR ANY REASON

All applicant(s) must be the registered owner(s) of the vehicle being scrapped.

The registered owner(s) of the vehicle being scrapped must be the registered owner(s) of the vehicle being purchased/leased.

Principal drivers of vehicles registered in a different person(s) name (regardless of whether or not that other person is a family member – spouse, son, daughter, common-law, etc.) cannot be the recipient of an incentive, with exception of the MultiPass (see Multipass-specific policies below).

All applicants must be able to provide evidence from ICBC that they have continuously insured their vehicle, as the registered owner(s), for the 6 month period from the date they apply to the program, backwards.

Vehicles in excess of 11,000 pounds, or 4,989 kg do not qualify for our program.

All applicants must be 19 years of age or older. Applicants under 19 who own a vehicle that qualifies may apply with parental consent. Please contact us for a Consent form applications@scrapit.ca

All applicants must scrap their vehicle and claim their incentive within the 30 day period indicated on their Approval Email. If we have not received your claim within 30 days your application will be closed and you will have to reapply. Extensions will not be given to anyone, for any reason. APPLICANTS ARE ONLY ENTITLED TO INCENTIVES OFFERED ON THE DATE OF APPLICATION, if they both scrap their vehicle and submit their claim to us during the 30 day approval period.

(For clarity: If you scrap your vehicle and do not submit your claim to us within the 30 day approval period you will lose any and all entitlement to an incentive. There is no exception to this. If you apply for an incentive but do not scrap your vehicle within the 30 day approval period, you may reapply and submit a new claim. However, if you do so, you will only be entitled to the incentives being offered on the date of application).

All incentives that are issued in the form of a cheque are mailed to the applicant's address as submitted on the e-Application form. If you have not received your cheque from us, by mail, within 8 weeks (2 months) of submitting a complete claim us you must contact us by e-mail or mail and advise us accordingly. FAILURE TO DO SO WILL RESULT IN YOUR LOSS OF ANY AND ALL ENTITLEMENT TO AN INCENTIVE NOTWITHSTANDING THAT YOU MAY HAVE SCRAPPED YOUR VEHICLE. There is no exception to this.

IF YOU FAIL TO CASH A CHEQUE WITHIN 6 MONTHS FROM THE DATE OF THE CHEQUE, THE CHEQUE WILL BE STALE DATED AND NO LONGER CASHABLE AND YOU WILL LOSE ANY AND ALL ENTITLEMENT TO AN INCENTIVE NOTWITHSTANDING THAT YOU MAY HAVE SCRAPPED YOUR VEHICLE. No replacement cheques will be issued. We urge you to cash your incentive cheque immediately after you have received it.

Our service standard for processing cheques is 6 weeks (for vehicles scrapped in the lower mainland or on Vancouver Island), 8 weeks for vehicles scrapped outside the lower mainland.

All applications must be made on-line. In order to reduce our environmental and carbon footprint, as well as processing costs, we no longer accept paper applications.

1995 or older vehicles qualify for our program. Replacement vehicles must be 2004 or newer.

Vehicles must be registered in the Province of British Columbia in order to qualify for our program.

Vehicles cannot have any liens or other encumbrances registered against them. SCRAP-IT will not be held legally liable or responsible for any vehicle that is scrapped where there is such an interest.

Any break in continuous insurance coverage (storage, vacation, etc.) disqualifies the vehicle.

All applicants MUST have program approval BEFORE purchasing/leasing a replacement vehicle, unless FORM B was completed at a participating dealership at the time of the replacement vehicle purchase/lease.

Applicants choosing the Vehicle Replacement incentive MUST purchase vehicles from a participating dealership. BC SCRAP-IT will not pay an incentive to (or be responsible in any other way) a customer who purchases/leases a replacement vehicle at a non-participating dealership. Participating dealerships are listed on our website.

The vehicle being scrapped must be registered in the applicant's name. If there are multiple owners/applicants, ALL must be identified on the application form, ALL must agree to the program's terms and conditions, and ALL must be present when dropping the vehicle off at an authorized scrap dealer location.

Vehicles (old, approved, to be scrapped) are not to be left at dealerships under any circumstances. If an applicant leaves a vehicle at a dealership, BC SCRAP-IT will not be held responsible or accountable for the vehicle, or any steps, or any costs, required to rectify the problems resulting from such action.

Applicants **must apply on their own behalf**. Do not allow a salesperson or dealership to make an on-line application for you. All applicants must agree to the program's policies. If any applicant allows a dealership to complete this on their behalf, BC SCRAP-IT will not be held responsible or accountable for any incorrect information, problems, issues or concerns arising from such action.

There is a $5,000 life time maximum allowable limit on how much any one person/company can receive from our program.

Our privacy policy can be viewed at Privacy Policy

BIKE SPECIFIC POLICIES

The 10% (up to $100) point of sale discount provided by the retailer cannot be used in conjunction with any other special offer, discount or promotion.

You must purchase the new bike from a participating bike retailer (listed on our website), and provide a valid receipt for the purchase to us, when submitting a claim. We do not under any circumstances, mail cheques directly to bike retailers. Please ensure you can afford to purchase the bike, (in advance of receiving the incentive) before choosing this option.

Electric bikes are included in this option.

The receipt you provide must be an original and cannot be a computer print-out. All receipts will be double-checked to ensure compliance with our program policy.

We will only issue a cheque when a complete claim has been received.

WEST COAST EXPRESS SPECIFIC POLICIES

- Applicants may choose a West Coast Express 28 day pass, or a GO2 card.
- Applicants must live within the train service range.
- Passes are consecutive, customers cannot delay the start date of passes or put a month of passes “on hold” due to holidays, moving or school etc.
- Under no circumstances will customers receive cash, nor can they redeem the GO2 card for cash at a later date.
- WCE passes are NOT transferrable to anyone but an immediate family member living **in the same household** (written authorization is required).
- Applicants MAY NOT sell their tickets to other passengers. If any applicant is caught selling their tickets their benefit under this program will end immediately, with no recourse or reimbursement of any kind.
- Applicants must attend WCE Customer Service Office for the initial sign-up and then make arrangements for receiving subsequent passes.
- For detailed information about West Coast Express, it’s routes and pass options, please visit their website West Coast Express

TRANSIT SPECIFIC POLICIES

Please note there are separate policies identified below for the Lower Mainland (Vancouver) and outside the Lower Mainland (Victoria). Please review all policies carefully for each transit location before selecting this incentive.

OUTSIDE THE LOWER MAINLAND (VICTORIA)

All BC Transit customers, or potential customers, need to be aware of the following policies:

All passes are subject to BC Transit’s Policies as outlined on the reverse of each pass.

All passes are subject to BC Transit's Terms & Conditions.

LOWER MAINLAND (VANCOUVER)

All TransLink customers, or potential transit customers, need to be aware of the following policies:

- *Effective August 1, 2009 we only offer a 3 Zone MultiPass in the Lower Mainland – details about MultiPasses may be found below.*

All transit passes are subject to TransLink's Policies as outlined on the reverse of each pass.

Transit clients holding concession, 1 and 2 zone passes ("monthly pass holders" meaning, those who applied to the program prior to June 15, 2009) are not allowed to change zones, unless opting for a 3 zone MultiPass.

Monthly pass holders cannot put passes "on hold" for a month (or more) – i.e. holidays, trips, etc.

BC SCRAP-IT will not be held responsible for any lost or stolen passes.

<u>If a TransLink monthly pass holder does not receive a pass for any reason, the following will apply</u>:

1. A monthly pass holder may only report a missing pass ONCE (due to the high potential for fraud)

2. If a pass "goes missing in the mail" the monthly pass holder must:
    a. report this to us immediately via email to transit@scrapit.ca
    b. verify the current mailing address
    c. request a replacement pass claim form
    d. purchase a replacement pass on their own behalf
    e. submit a valid receipt to us, together with a photocopy of the replacement pass, and the replacement pass claim form

3. In order to receive a replacement pass reimbursement, the monthly pass holder must agree to:
    a. pick-up all future monthly passes from the SCRAP-IT office in Richmond, or
    b. continue receiving monthly passes at the mailing address provided, at their own risk

4. SCRAP-IT will not be held responsible for stolen mail and/or mail fraud activities that take place outside of its own business location

5. No exceptions will be made to any of these policies for any reason

Lower Mainland MultiPass Information

A MultiPass is a singular pass, i.e. it is 1 pass. "MultiPass" does not mean: *a multiple series of passes*.

A MultiPass has the transit rider's name and a date range printed on them (the period for which they are valid).

<u>Once issued MultiPasses are not transferrable</u>. Please read the section below with respect to family members carefully.

The person named on and picking up the MultiPass may be the registered owner of the vehicle that was scrapped, or an immediate family member (spouse, son or daughter). Please complete the "assignee form" in the claim package to transfer the pass to an immediate family member.

MultiPasses must be picked-up in person at the BC SCRAP-IT office in Richmond during our regular business hours.

The person picking up the MultiPass MUST BE the person named on the MultiPass (assignee).

Only one person can be the MultiPass holder and user. This person's name will be printed on the pass, please decide who will be the MultiPass holder/user.

The person picking up the MultiPass MUST BRING 1 piece of photo identification (acceptable documents include Driver's License, Passport, Nexus Card, or other government issued identification). This document will be scanned and you will be asked to sign for receipt of your pass. If you are uncomfortable with this process, please consider choosing a different incentive.

MultiPass holders cannot *"Take a Friend for Free"* This is a TransLink Program offered only to monthly FareCard holders.

PLEASE NOTE AGAIN…

- Only one person can be the MultiPass holder and user AND the person named on the MultiPass MUST BE the registered owner or an immediate family member (spouse, son or daughter) of the vehicle that was scrapped.
- Once the pass is issued, the name on it cannot be changed regardless of the circumstances.
- MultiPasses cannot be returned or refunded once issued.

If you are unclear or want more information, please
email us at transit@scrapit.ca BEFORE choosing this incentive.