

# Canadian iPod Levy Refund Program

## Frequently Asked Questions



**Q. What was the levy amount?**

**A.** For Apple iPod products, the levy was \$15 for iPod products of up to 10GB, and \$25 for iPod products of more than 10GB.

**Q. What happens to the taxes I paid on the levy?**

**A.** Taxes will be refunded based on the federal and provincial taxes applicable in the province where you reside and in accordance with your proof of purchase.

**Q. Which iPod qualifies for the refund?**

**A.** Any iPod sold in Canada between December 13, 2003, and December 21, 2004.

**Q. Why has Apple waited from December 2004 until now to make a refund offer?**

**A.** In late July 2005, the appeals process over the levy became final and refund of the levies was approved.

**Q. Why did the levy apply during a one-year timeframe only?**

**A.** On December 21, 2004, the Federal Court in Canada declared the levy invalid, so Apple discontinued collecting it at that time.

**Q. Who is eligible for a refund?**

**A.** Canadian end users (not resellers) who purchased an iPod in Canada between December 13, 2003, and December 21, 2004.

**Q. Does it matter where I purchased my iPod?**

**A.** Yes, you must have purchased your iPod in Canada.

**Q. Why do the refund terms say that I must provide proof of purchase?**

**A.** We require proof of purchase to verify that you purchased your iPod in Canada during the relevant time period.

**Q. What if I lost my receipt or proof of purchase?**

**A.** You should check with your reseller, who may be able to provide a duplicate receipt for you. If you purchased directly from Apple, go to: [www.apple.com/support/store](http://www.apple.com/support/store) for a duplicate receipt.

**Q. Where can I find the claim form?**

**A.** The claim form is available at [www.apple.ca/ipodlevyrefund](http://www.apple.ca/ipodlevyrefund).

**Q. What needs to be included with the claim form?**

**A.** You need to include a completed original claim form. Claim forms may not be altered. You must fill out a separate claim for each refund claimed, and you may claim only one refund per iPod purchased. Duplicate or incomplete claim forms will not be honoured. Submit proof of purchase consisting of an itemized, dated sales receipt showing a qualifying iPod purchased, and the reseller's name, if applicable. NOTE: Order acknowledgements, packing slips, and purchase order copies do not qualify.

**Q. Where do I mail my completed claim form to receive a refund?**

**A.** Please mail your claim form to Canadian iPod Levy Refund Program, P.O. Box 9822, Saint John, NB E2L 4P7. All requests must be postmarked on or before December 31, 2005.

**Q. When should I expect my refund cheque?**

**A.** Provided your claim form and proof of purchase are acceptable, you should receive your refund cheque approximately 4 to 6 weeks from the time your claim is processed.

**Q. Where can I check the status of my claim form?**

**A.** To check the status of your rebate request, go to [www.rebatetrak.com](http://www.rebatetrak.com) approximately four to six weeks after you mail your claim form. Your claim form number is 898K5.

**Q. What will happen to the unclaimed money after December 31, 2005?**

**A.** Money that is unclaimed by December 31, 2005 will be donated to the Canadian Red Cross.