

## Program Rules

### Overview

The Electrozad Rewards Program is a loyalty program that incentivizes eligible customers to purchase participating vendors' eligible products by rewarding that behaviour with points. Points can be redeemed for travel, brand-name merchandise, experiences and more. The Program terms and conditions apply and take precedence over other Program-related documentation. Electrozad reserves the right to modify, suspend, or terminate the program at any time without liability, with or without notice.

### Program Eligibility

Any eligible Electrozad customer may participate in the Program, but you must:

- be the owner or a designated official of the corporation
- be incorporated and have a registered office in Canada
- be in good standing at Electrozad
- have made a minimum of \$5,000 in purchases during previous calendar year. For new customers, exceptions can be made at Electrozad's discretion
- either manage yourself or appoint at least one of your employees (a User) to administer your Program account. Users must be at least 18 years old, resident in Canada, authorized by the Participant to act on its behalf, and always comply with the Program terms and conditions

Customers with special pricing or payment arrangements may be ineligible. Electrozad will conduct eligibility audits at the start of each quarter to ensure compliance. Customers who do not meet the requirements may be removed from the Program or temporarily restricted from point earning and redemption until they regain eligibility or resolve account conflicts.

### Program Enrolment

Eligible customers can request enrolment on [Electrozadrewards.ca](https://electrozadrewards.ca), all requests will be reviewed, and if eligible, you'll be admitted to the Program and notified via email. Your sales rep (or other Electrozad employees) may reach out to eligible customers proactively; enrolment process remains the same. To participate and redeem points, customers must have registered, accepted the Program terms and conditions and been admitted to the Program.

Electrozad will contact the individual we believe to be the owner / operator of the Participant or the primary purchasing decision-maker of the Participant to start the enrolment process. It is the responsibility of each User and each Participant to ensure that only a duly authorized User affiliated with the Participant manages the Participant's Program account. Users must be employed by the Participant and accrue Reward Points for the Participant's sole benefit.

## **Earning Points**

Earn 1 point for every 1 dollar spent & paid on eligible products from participating vendors. Points are calculated monthly, minus any returns. Various promotions with opportunities to earn additional points will be run throughout the year, amounts and method of earning will vary.

## **Point Issuance**

Points will be issued based on net paid invoices for any calendar month at the start of the next calendar month. Net paid invoices are calculated on invoices paid (excluding any taxes, shipping, etc.) minus returns on paid invoices. Orders held or on backorder don't count until they are shipped/invoiced and paid.

When a Participant joins, points will only be issued from the day they are accepted into the Program, until end of month for their 1<sup>st</sup> month, and then on a full month cadence going forward.

## **Point Redemption**

Participants can use their Rewards Points to redeem various rewards, each with a specified Points value listed in the rewards catalogue. The rewards catalogue offers a wide range of business-related rewards available to all Program Participants. Points cannot be redeemed for cash or in-store credit and cannot be transferred.

Enrolled Participants in good standing can redeem earned points at any time from the online catalogue. Once the rewards account is activated, the authorized User can simply log into the site to browse, add items to the cart or wish list, and submit the order.

After submitting the order, you will receive an acknowledgement of the redemption and be prompted to complete or confirm your shipping information. Rewards must be shipped to the Participant's registered business address (PO boxes excluded) and be within Canada.

A confirmation number and other important information will be sent following completion of the shipping page. It is recommended that Participants print and retain a copy of this for future reference.

Delivery is only available within Canada. Rewards will typically be delivered within two to four weeks of redemption.

Rewards and points values per reward are subject to change.

## **Point Expiration**

Points expire after 36 months of inactivity (points not being redeemed).

## **Returns**

If a Participant returns an item they bought from ElectroZad and in respect of which they accrued reward points their point balance will reduce to adjust for the return. ElectroZad may review returns that impact the Program, and Participants may face temporary redemption restrictions, rewards Program termination, or point loss as a result.

## **Account Holds**

If a Participant is classified as in bad standing based on unpaid invoices, or is no longer eligible to participate in the Program, ElectroZad may put the Participant's rewards account on hold or freeze any point redemption. The account will go into a "browse only" mode until the issue has been resolved.

## **Tax Requirements**

Points accrue for the Participant and not the Users and can only be redeemed for the Participant's benefit and not for any User's personal benefit. Similarly, all rewards obtained via the Program are for the sole and exclusive benefit of the Participant and must not be used for or provided to the Users for their personal benefit. It is the Participant's sole responsibility to report and pay any applicable tax due on their receipt of the points and rewards. If any element of the loyalty Program (for example the points or rewards) is deemed taxable income or employee compensation under applicable law, the Participant is solely responsible for its and its Users' compliance with such law and payment of such taxes (including any National Insurance Contributions).

## **Program Support**

For questions about the rewards program, your points balance, or specific rewards please fill out the 'Contact Us' form on the portal or email our rewards team; [clientservices@hmiaward.com](mailto:clientservices@hmiaward.com) Monday to Friday 9am to 5pm EST.