

Rinox Group Loyalty Program – Terms & Conditions

The program

The *Rinox Group Loyalty Program* is a loyalty program offering increasing returns for all clients of the Rinox Group.

- Clients that register for the program are eligible to receive 2% cash back on their purchase of Rinox Masonry products
- By choosing to carry forward the cash back return, the client becomes eligible for a 4% cash back return on their first and second purchase of Rinox Group products including, Rialux aluminum, Rinox Landscape products or Rinox Alternative Masonry products.
- By choosing to carry forward the cash back return a second time, the client becomes eligible for a 6% cash back return on their first, second and third purchase of Rinox Group products including, Rialux aluminum, Rinox Landscape products or Rinox Alternative Masonry products.

*The 3 purchases must come from 3 different divisions/collections of the Rinox Group.

Certain conditions apply, see below.

Purchase restrictions :

In order to receive the cash back return on the first purchase or on every purchase that is not carried forward, the client must purchase certain minimums in terms of square footage:

- 1st purchase : 850 square feet of stone or brick from the Rinox Masonry Collection
- 2nd or 3rd purchase : 850 square feet of the Rinox Landscape Collection or 500 square feet of the Rinox Alternative Masonry Collection or 500 square feet of Rialux aluminum product

If you have carried forward the cash back return, no minimum quantity is required on all purchases.

Admission and conditions

All clients that have purchased Rinox Masonry products are eligible for the program. Distributors, installers or landscapers are not eligible for the program. To become a member of the program, the client must:

- Sign up to become a member of the program through the Rinox Group Loyalty program website.
- Provide the invoice of their Rinox Masonry purchase with proof of purchase and address.

The Rinox team will verify the validity of the registration and will confirm admission to the program.

Upon their first purchase, the client has two options :

- Receive 2% cash back on their Rinox Masonry products through a prepaid credit card sent by mail
OR
- Carry forward the cash back return to obtain 4% cashback on their first and second Rinox Group product purchase, which includes Rialux aluminum, Rinox Landscape products or Rinox Alternative Masonry products.

They have the option to carry forward their return once again, to obtain 6% cash back on their first, second and third Rinox Group product purchase, which includes Rialux aluminum, Rinox Landscape products or Rinox Alternative Masonry products.

Clients that have purchased their Rinox Group products through a distributor, landscaper or contractor are all eligible for the program as long as the invoice is provided as proof with the number of square feet purchased. However, the cash back percentages may vary depending on where the purchase was made.

A client that purchased Rinox masonry products through a contractor is eligible for the program however, this client cannot receive the 2% cash back on their first purchase. The client must carry forward their cash back return to obtain up to 6% return on the products of their subsequent purchases. The client must provide photo proof of their finished project in order to be admitted to the program.

If the second purchase is made at a Rinox distributor or through Rialux directly, the client is eligible for a 4% cash back return on the totality of the first and second invoice, if they chose to carry forward the cash back at the time of their first purchase of Rinox Masonry products. On the other hand, if their second purchase is made through a landscaper or installer, the client is only eligible for a 3% cash back return on their current Rinox group purchase and 4% cash back return on their first purchase of Rinox Masonry. An invoice as proof of purchase from the landscaper or installer with the square footage purchased is required to obtain the return.

If a third purchase is made at a Rinox distributor or through Rialux directly, the cash back will increase to 6% on the total of all three purchases with proof of purchase if they

chose to carry forward the cash back at the time of their first and second purchase. However, if the third purchase is done through a landscaper or installer, the client is only eligible for a 4% cash back return on their current purchase and 6% cash back return on the totality of their first and second purchases. An invoice as proof of purchase from the landscaper or installer with the square footage purchased is required to obtain the return.

One person per address can register to the program.

All clients that purchased products from the Rinox Masonry Collection after October 1st 2019, are eligible for the program. The registration process and expiration date remain the same.

Registration

Registration for the Rinox Group Loyalty Program is done online on the Rinox website. To become a member of the program:

- Fill out the form
- Attach your Rinox Masonry purchase invoice
- Include your proof of address proof

The Rinox Group team will verify the registration before it is confirmed. In the case of a purchase made through a contractor, a photo of the project is required, once the project is completed, in order to confirm the registration. A registration confirmation will be sent to the customer by email with the mention of the selected cash back return chosen.

Expiration

The program expires 5 years after the program registration and approval date. If the client member of the program moves, the program is no longer valid. All purchases must be made at the same address during the 5 years. Address validation can be carried out by the Rinox Group. If the customer moves and would like to take part in the loyalty program, they must register for the program once again by providing the proof of purchase of Rinox Masonry products with their new address.

Cash Back Return

Cash back returns are provided through prepaid credit card by mail within 60 days following the completion of installation of the purchased product. A photo of the completed project must be sent as proof to the Rinox group for approval of the cash back return. The first 2% cash back return is only applied after registration for the program has been confirmed. A prepaid credit card will be mailed to the address

provided by the customer in the registration form. The customer can choose to carry forward their percentage return to obtain 4% cash back return on their second purchase from the Rinox Group. To obtain the 6% cash back return on all Rinox Group purchases, all three purchases must be made within 5 years of enrolling in the program.

Aquarino Bonus

The program offers its members the possibility to obtain bonuses with the purchase of an Aquarino pool. No minimum square footage for program purchases is required to access the Aquarino bonus.

The following bonuses are applicable with the purchase of an Aquarino pool :

With the first purchase of Rinox products, the client receives the Rinox pool border free. The pool border must be from the Rinox pool coping collection.

With the second purchase of Rinox products within the loyalty program, the client receives the free Rinox pool border as well as the closing of their pool in the first year included. The pool border must be from the Rinox pool coping collection.

With the third purchase of Rinox products within the loyalty program, the client receives the free Rinox pool border and free salt system as well as the closing of their pool in the first year included. The pool border must be from the Rinox pool coping collection.

The Rinox pool copings offered for free as part of the Aquarino bonus are from the Rinox coping Collection and will be presented by the Aquarino representative. The Rinox slab collection is not included and any special product finishes are not included; the additional charges still apply.

To obtain the Aquarino bonus, the client must be approved for the program following their registration. After that, Aquarino will apply the bonus on the Aquarino invoice.