



# CONTRACTOR TERMS & CONDITIONS

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- The promotion is subject to termination at Rheem's discretion. This promotion cannot be combined with any other promotion from Rheem®.
  - Installations for commercial applications / commercial properties (rental properties) are not eligible.
  - Rebate is only eligible for residential installations on single-family dwellings.
  - Rebate is applicable to multiple units in single-family dwellings.
  - Contractor's account must be in good credit standing with the distributor in order to participate in this special promotion.
  - Installations through National Accounts (such as The Home Depot, ARS and Service Experts) are NOT eligible for the CashBack Promotion.
  - Rheem agrees that all information within claims submitted, including serial numbers, will be audited by Rheem for accuracy.
  - Your distributor that enrolled you in the program has final approval of promotion participation eligibility. Any proven fraudulent activity may result in the contractor's account being put under review or suspended from promotion participation as determined by Rheem. Contractor may be held responsible for funding paid rebates back to the distributor and Rheem; or Rheem will withhold future rebates due to the contractor in the amount of the fraudulent rebates paid.
  - All participating contractors must be enrolled as eligible for the promotion and must have a MyRheem.com user account. All promotion participants must be enrolled and set up their rebate payment method no later than November 18<sup>th</sup>.
  - Due to 1099 tax requirements, you may be required to provide personal and business information, as this is required for any person receiving more than \$600 in rewards.
  - Qualifying systems and individual unit components are outlined on the Promotion Rebate Matrix. For tankless units listed on the Water Heating Qualifying Equipment Matrix, contractors must purchase through their HVAC distributor that enrolled them in the program. Tankless units purchased through a water heating-only distributor are not eligible.
  - Qualifying systems and individual unit components must be purchased through your HVAC distributor that enrolled you in the program. Qualifying equipment must be sold and installed between 9/1/2020 and 11/18/2020 in order to be eligible for the rebate amount.
  - Only one qualifying purchase should be submitted per rebate. It is the contractor's responsibility to check their submitted claims and ensure the claims reflect the expected rebate amount. Once a rebate is submitted, it will be at Rheem's discretion whether the claim can be adjusted. **Claims that have been batched for payment or paid out cannot be adjusted. Please ensure you have reviewed your claim on the confirmation screen prior to submitting your claim.**
  - Claims submitted in error that have NOT been batched for payment or paid out can be adjusted by submitting a ticket to the Help Desk: help@myrheem.com. The contractor must submit an invoice showing proof of installation with their request before any adjustments can be made.
- **Rebate Funding Responsibilities:**
    - The contractor will receive the full amount of the listed rebate (per terms and conditions) and can choose to pass along any given amount to their customers. If desired, the contractor can use earned accrued co-op dollars to promote and advertise the promotion in their market.
    - Contractor must use pre-approved ad graphics from the AdMaker System or obtain prior approval for any ads used to promote this offer.
  - All rebate claims must be submitted online at MyRheem.com through the Contractor Serial Tool (CST) **within 30 days from installation date**, to be considered eligible for payment to the contractor. **No exceptions will be allowed. All documentation received after 30 days from the installation date will be denied for processing.**
  - **Rheem CashBack Rebate Payment Terms:**
    - Contractors can choose from direct deposit or re-loadable card to receive their funds for the CashBack rebate:
      - Direct Deposit - For payment to a contractor business via direct deposit.
        - Users will be required to provide their business account direct deposit information and a copy of a void check is required for validation.
        - IMPORTANT: Direct Deposit accounts must be set up and validated before any claims are approved and funds can be deposited.
        - Direct deposit accounts will be funded every other week for approved claims.
      - Pay Card - For payment to an individual via re-loadable pay card.
        - New users will receive an email from [notification@360digitalpayments.com](mailto:notification@360digitalpayments.com) after the submission of their first claim. This email is to confirm your shipping address before your re-loadable card is mailed to ensure you receive it. This card can be re-loaded for future Rheem promotions.
        - IMPORTANT: Funding deposit notifications will be emailed to the card holder when funds are available to load. Each email contains the load value, reference code and instructions on how to acquire funds.
        - The card received in the mail is re-loadable, so do not dispose of after the promotion ends.
        - Funds not redeemed within 12 months will be forfeited.
        - Card can be used for other Rheem promotions hosted through the Contractor Serial Tool (CST).
        - There may be a replacement fee for lost / stolen cards.
        - Rheem is not responsible for lost, stolen or misdirected paperwork or re-loadable pay cards.
        - U.S. residents are subject to a 1099 miscellaneous income tax for spiffs totaling \$600 or more annually.
  - Offer valid to legal residents of the continental United States, Alaska and Hawaii only.

## IMPORTANT: 2020 FALL CASHBACK PROMOTION DATES

Promotion Installation Start	Tuesday, September 1, 2020
Promotion Installation End	Wednesday, November 18, 2020
Final Day for Contractor Enrollment / Registration	Wednesday, November 18, 2020
All Rebate Submissions Due	30 days from installation*

\*December 18, 2020 will be the final deadline for CashBack rebate claim submissions.

NOTE: 2020 Fall Contractor CashBack Promotion – All documentation is available on MyRheem.com or can be requested from your distributor.