

DAIKIN APPLIED AMERICAS INC.

Cool Rewards Official Terms and Conditions for Distributors

1. **Key Dates and Expiration Timelines of Rewards Program for Customers:**

- Pending customer accounts not activated within one year of account setup will forfeit all points accumulated during the pending period.
- Participating customers must log in to their Cool Rewards accounts online a minimum of one time per 12 month period to maintain an active account status. Any account showing no online activity or log-ins for more than 12 months will be considered dormant and forfeit any accumulated points.
- Customer's Points will expire 24 months from date awarded as long as active account status is maintained. All points will be spent or expired on a first in – first out basis. Any account slipping into dormant status will forfeit any and all accumulated points, regardless of age of points.

2. **Points Expiration for Distributors:**

- The points you purchase to give to your customers do not expire.
- Points earned through any other means, such as goal achievement, contests, or special promotions, will expire March 31st, 2015 at 11:59:59 PM CDT. Any non-purchased points must be distributed to your customers by that time or they will become null and void.
- Your total point balance available for customer distribution can be found by going back to your Distributor Dashboard and selecting the Cool Rewards link.

3. **Qualified Products:**

Distributor purchases of qualified Daikin Applied parts are tracked within the following categories only:

- AAF Filters
- Belts, Bearings and Bushings
- CCH & Overloads
- Contactors
- Filter Driers
- Grounding Rings
- Hermetic Compressors
- Hoses
- Motors
- Refrigerant
- Refrigeration and Hand Tools
- Relay TD
- Scroll Compressors
- Semi-Hermetic Compressors
- VFD's and Accessories

4. **Purchase Verification:**

Distributor purchases of qualified Daikin Applied parts are processed on a daily basis.

5. **Distributor Customer Information:**

Distributors can view their customers' Cool Rewards activity by going to 'Account Info' at [Cool Rewards](#). Daikin Applied, its partner* and Daikin Applied's authorized parts distributors cannot alter specific customer account data as customer rewards activity is self reported or automated through POS integration. In addition, we cannot provide specific Daikin Applied Cool Rewards customer account information other than what is available on the website. For inquiries about customers participating in Daikin Applied Cool Rewards go to the 'Contact Us' link on the Daikin Applied Distributor Dashboard or email support@rewards.daikinapplied.com

6. **Right to Program Termination:**

Daikin Applied reserves the right to discontinue or terminate the Daikin Applied Cool Rewards program or registered participants at any time. All reward points accrued prior to its termination will be eligible for exchange in accordance with the official rules.

7. **Responsibility and Liability:**

Daikin Applied, its partner* and Daikin Applied's authorized parts distributors cannot be held liable or responsible for content and/or language posted by participants on customer-owned websites and/or marketing related collateral promoting Daikin Applied and/or Daikin Applied Cool Rewards.

8. **Returned Product:**

Any qualified Cool Rewards product returned to you by your customer needs to be reported back to Daikin Applied via e-mail to PartsMarketing@DaikinApplied.com. Daikin Applied reserves the right to remove points from a participant's account in the amount of the total point value assigned at the time when the purchase of the returned product(s) was recorded (within program period).

9. **Eligibility:**

The Cool Rewards program is open to customers of Daikin Applied's authorized parts distributors. Employees of Daikin Applied and any Daikin Applied authorized parts distributor are not eligible to participate in the Cool Rewards program. Employees may not earn, collect or redeem points for prizes. Any account belonging to an employee of Daikin Applied or any of Daikin Applied's authorized parts distributors will be terminated, and any accumulated points will be forfeited.

**Note: "Partner" in this context refers to E Group, Inc, the third party firm employed by Daikin Applied to manage the Cool Rewards program.*