



Terms & Conditions

Subject to the terms and conditions set forth below, members of PRO Rewards will earn points in connection with the purchase of qualifying SEK-Surebond brand products at authorized distributors.

I. MEMBERSHIP

1. Free Membership.

No purchase is necessary to obtain membership in the PRO Rewards program ("PRO Rewards" or the "Program") and get a PRO Rewards account.

2. Eligibility.

You must be age 18 years or older and a resident of the United States to be eligible for membership. Membership in the Program is limited to contractors including hardscape contractors, landscape contractors, clean and seal contractors and any other contractors that install or restore hardscapes. A PRO Rewards account can be held by individuals only and is limited to one account per company. By submitting an application for PRO Rewards, you agree to be bound by these terms and conditions. To enroll in the Program, you must provide your Company Name, First Name, Last Name, Mailing Address, Email Address and Phone Number. The Program is void where prohibited by law. Members are entitled to only one Member Account.

3. Opening an Account.

Online: You may apply to become a member of the Program by visiting the website: www.sek.us.com/prorewards (the "Website" or "Online"). In order to apply on the Website, you must set up an account and then have a user name (email address) and password.

4. Membership Account.

To ensure proper handling of your Member Account, keep user name and password confidential. Stolen log in credentials must be reported to a SEK-Surebond

Representative by contacting SEK-Surebond at 800-932-3343. The Account remains the property of SEK-Surebond and must be surrendered upon request. No credit or cash will be given for unused points. Program accounts are not transferable and are not for sale, resale or barter. SEK-Surebond is not responsible for use of a Member's account or redemption of a Member's points in the event the Member's account is stolen and the account is used or the points are redeemed prior to the Member informing SEK-Surebond that the Member's account has been stolen.

5. Access/Change Member Information.

Members must keep their personal information on their Account up-to-date by visiting the Website and updating it as needed.

Instructions on accessing and changing member information: Once you are a registered user of the Website, you may view a summary of your Account Information on the Website by logging into your account at <http://sek.us.com/prorewards/myrewards/> . Or, click on the link for 'Login' in the header of the PRO Rewards homepage (www.sek.us.com/prorewards) or click on a 'Login' link on the homepage scroll. The Account 'Dashboard' screen is viewable once you have successfully logged in. You can change/update your account information including mailing address and/or password on the dashboard screen by clicking on the appropriate links. On this screen, you can also access purchase history with receipt upload records as well as your progress in earning rewards.

6. Member Cancellation.

You may cancel your PRO Rewards membership at any time. Upon cancellation, any unused points accrued in your account will be forfeited and cannot be redeemed. To cancel your account, email prorewards@sek.us.com with your request.

II. EARNING POINTS

1. General.

Members can earn PRO Rewards points on the purchase of qualifying products at distributor locations or online through a distributor's website.

2. Earning Rate.

PRO Rewards Members earn one (1) point for every one dollar (\$1) spent when they purchase qualifying products: PolySweep, Snap Edge, Surebond Sealers & Cleaners, SEK Adhesives, and Kerr Lighting. Points are rounded down. For example, if you spend \$49.99, you will receive 49 points. Calculation is as follows: \$49.99 x 1 point per dollar = 49.99 points, which is rounded down to 49 points. Any discount received will be

deducted from the full purchase before points are assigned. Tax will not be included in point calculations.

3. Requesting Points/Uploading Receipts or Statements.

To submit your request for PRO Rewards points on your purchases of SEK-Surebond products, login to your account at www.sek.us.com/prorewards/myrewards. Click on the 'UPLOAD RECEIPT' button. Complete the short questionnaire and begin to upload your receipt or statement by clicking 'Browse' in the 'Upload Receipt' field. Find where you saved your receipt on your device, click on the receipt or statement you wish to upload and then click 'Open' in the lower left hand corner of your screen. Submit one request for each receipt or statement you have. Once your receipt or statement has been uploaded it will show up as 'pending' in your 'Receipt History' until it is approved.

Only purchases of SEK-Surebond products made **after** signing up for the PRO Rewards program are eligible for PRO Rewards points. Purchases of SEK-Surebond products made before joining the PRO Rewards program are **not** eligible for points.

4. Timing of the Addition of Points to Your Account.

PRO Rewards point requests will be processed between the hours of 8 am – 5 pm CST, Monday through Friday, and traditionally will take 24 hours to complete. You will receive an email when your request has been processed. Delays in point processing may occur if information is incomplete regarding your purchase of SEK-Surebond products and/or if the receipt is not legible. Further verification of your purchase may need to be conducted prior to the awarding of PRO Rewards points to your account. Once your PRO Rewards points have been confirmed and awarded, in addition to the email you will receive, the status of your purchase in Receipt History will register as 'Approved' in the 'STATUS' field and the point value rewarded will be listed under 'POINTS'. In the event a request for Reward Points (Receipt Upload) has been declined, a Member of the PRO Rewards team will contact the Member via email to offer an explanation. The Member will have an opportunity to submit a new request for review and possible approval.

5. Exclusions.

PRO Rewards members can only earn points on the purchase price of qualifying SEK-Surebond products. Calculation of PRO Rewards points excludes payment by the Member for shipping charges and all taxes, including without limitation, federal, state, and local taxes or use taxes. PRO Rewards points will not be earned on any discounts or other credits offered in connection with a SEK-Surebond product. For example, if a product that is normally \$100 is on sale for \$80, a Member will only earn points on the purchase price of \$80. Redemption of merchandise vouchers and any type of price adjustments, including merchandise returns are not eligible for points. All purchases

made by a Member prior to such Member joining the Program, are not eligible for Program credit (PRO Rewards Points).

6. Returns.

Points earned for a purchase that is then the subject of a return or other credit will be deducted from the Member's account in an amount equal to the points earned for the original transaction.

III. REDEEMING POINTS

1. General.

Points earned by a Member may be redeemed for gift cards, gadgets or gear. The Reward Items that fall into these three categories may change based on availability. SEK-Surebond will update the listing of available Reward Items as necessary on the PRO Rewards Website. If an item is not available at the time of point redemption by a Member, we will notify the Member who will then have an option to redeem their points for a different reward or restore the points to their available point balance.

2. Exclusions.

Points accumulated on different Accounts of different Members may not be combined or aggregated for redemption of PRO Rewards or for any other reason.

3. Points Expiration.

Points do not expire. In the event of cancellation of the program, SEK-Surebond will provide 30 day advance notification of program cancellation through email. Please add prorewards@sek.us.com to your contacts to avoid missing email communication. You will have 30 days to redeem your points prior to program cancellation.

4. Timing of Shipment of Requested Reward.

Once the Member's request of their desired Reward has been approved, SEK-Surebond will fulfill the request and schedule shipment of the award. Member should expect to receive the Reward in 4-6 weeks from date of Reward Approval.

IV. GENERAL

By joining the PRO Rewards Program, you agree to be bound by the terms and conditions set forth in these Program rules. SEK-Surebond reserves the right to cancel,

modify, or restrict PRO Rewards or any aspect of the Program, including, without limitation, the point conversion ratio and the point expiration policy at any time. Any changes can be made without advance notice. SEK-Surebond may make these changes even though such changes may affect the Member's ability to use points already accumulated. You are responsible for remaining knowledgeable about the Program's Terms and Conditions. A Member's point balance, as reflected in SEK-Surebond's records, shall be deemed correct. SEK-Surebond reserves the right to determine the amount of points in any Member's account based on SEK-Surebond's internal records related to such Member's account. In the event of an inconsistency between the amount accrued in a Member's account as stated on the PRO Rewards website and SEK-Surebond's internal records, SEK-Surebond's internal records will control. SEK-Surebond assumes no responsibility for errors caused by incorrect Member information. Your right to transfer points earned or granted under the Program is strictly limited. The sale of points is prohibited and may result in the confiscation or cancellation of your points as well as suspension or termination of your membership, which in each case shall be final and conclusive. SEK-Surebond may revoke any Member's membership in PRO Rewards at any time if such Member engages in abuse of the Program or fails to follow the terms and conditions of the Program. Fraud or abuse relating to the accrual of points or redemption of rewards may result in revocation of membership in the Program and may affect a Member's eligibility for participation in any other SEK-Surebond program. PRO Rewards points are non-transferable and cannot be redeemed for cash. The interpretation and application of the Program's Terms and Conditions are at the sole discretion and determination of SEK-Surebond.

For questions, email us at prorewards@sek.us.com or call SEK-Surebond at 800-932-3343.