

# Wolff Pro Perks Customer FAQs

## 1. How do I enroll in Wolff Pro Perks?

Customers must contact their Wolff Bros. Supply Sales Representative to be registered for Wolff Pro Perks.

#### 2. What are the requirements to enroll in Wolff Pro Perks?

To be enrolled in Wolff Pro Perks, a customer must:

- Have a Wolff Bros. Supply Customer Parent Account in good standing
- Be registered on WolffNet
- Have at least \$10,000 in NET sales in the current or prior year
- Cannot be enrolled or involved in any other Wolff Bros. Supply sponsored incentive program(s)

#### 3. What if I have multiple accounts with Wolff Bros. Supply?

All accounts will be tracked through your main account (Customer Parent Account), so subaccounts will also accumulate points on your NET sales. Subaccounts should not be registered separately.

#### 4. How do I earn points?

Enrolled customers will automatically receive a ½ point per \$1 of NET sales. Points will be awarded on the first week of each month for the previous month's NET sales.

#### 5. When do I start accumulating points?

Customers earn points monthly from purchases made beginning of the month of their enrollment through the end of November. Points must be redeemed by 11:59 PM CST on December 31 of the same year or they will be forfeited.

### 6. Who can claim rewards?

This program is designed to give one person at a customer company (presumably the company owner) the ability to claim rewards. This individual will be the "primary contact" for the Wolff Pro Perks account.

#### 7. What are the tax implications?

As required by law, a 1099-Misc Form will be issued to customers who redeem points with an aggregate annual value of \$600 or greater.

#### 8. What if I want a reward but I don't have enough points?

Customers can put their points towards a prize of higher value and pay the balance – this is called "split tender".

#### 9. Who do I contact if there are issues with Wolff Pro Perks?

For questions or concerns related to the awards portal, catalog or shipment of any award, call 800-651-1995 or email contactus@wolffproperks.com. For questions or concerns with enrollment, spending, points awarded or account changes, contact your Wolff Sales Representative.