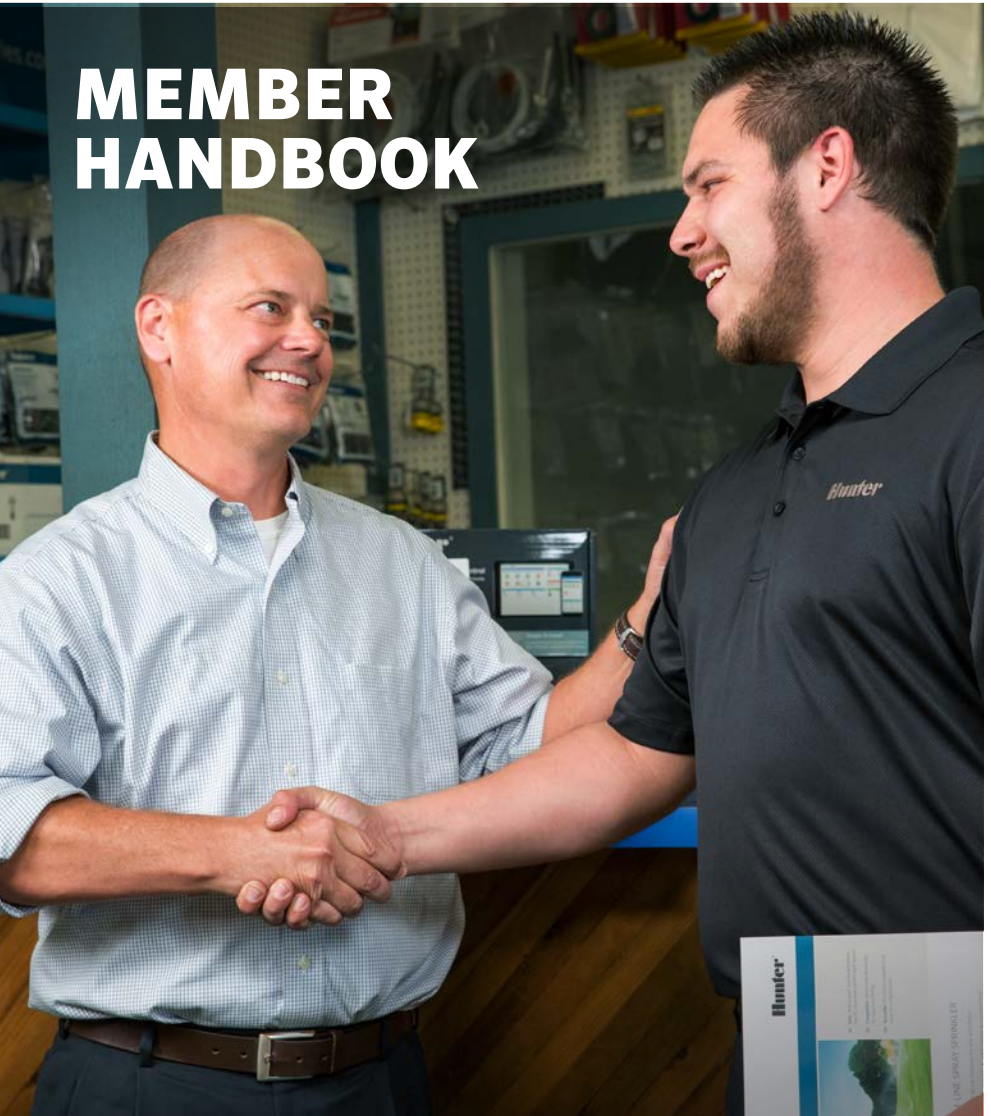


# MEMBER HANDBOOK



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## A WORD FROM GREG HUNTER

As we enter a new era of irrigation and landscape lighting, we have greatly expanded our product offerings to embrace cutting-edge technologies. From water-saving micro irrigation components and robust Wi-Fi controllers to integrated LED lighting systems with zoning, dimming, and color adjustment capabilities, we strive to bring you the best, most reliable solutions on the market.

What hasn't changed, however, is our commitment to helping you build your business. We launched the Preferred Contractor Program in 1999 to reward our loyal customers. Since then, it has transformed into what you know it as today: the Hunter Preferred Program.

The Hunter Preferred Program allows you to earn points for lighting and irrigation product purchases and redeem them for cash, Distributor Credit, marketing services, gifts from top retailers, and educational events like our Expert Training course, held at our headquarters in San Marcos, California.

It's because of you that we continue to be the industry leaders in irrigation and landscape lighting, and back our products with world-class support, training, and business development tools. Thank you for partnering with Hunter Industries and FX Luminaire. Looking toward the future, we wish you continued success.

# PROGRAM OVERVIEW

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The Hunter Preferred Program is an opportunity to form a unique and powerful alliance between your company, Hunter Industries, and your authorized Hunter Distributor.

It's an association that offers you more than just the industry's best products for residential and commercial systems. Hunter Preferred Program members also receive special benefits that demonstrate our extra commitment to helping you grow your business and be more successful in your day-to-day operations.

How it works is simple. Once you meet the requirements, you will receive points with every qualifying purchase. These points can be collected and redeemed for business equipment, IA education classes, marketing materials, and more.

You'll also find that the Hunter Preferred Program provides a host of special opportunities, such as educational seminars, product samples, and the chance to test new products. It also offers you enhanced communications and feedback from both Hunter and your Distributor that will benefit your business.

Classes include a tour of Hunter and an optional activity day.

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# FREQUENTLY ASKED QUESTIONS

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## **WHO IS ELIGIBLE FOR THE PROGRAM?**

All professional landscape, lighting, irrigation contractor companies, government agencies, and municipalities headquartered in the 50 United States, District of Columbia, or Canada are eligible.

## **HOW CAN I EARN AWARD POINTS?**

To earn points, all you need to do is purchase Hunter irrigation and FX Luminaire lighting products. You must also meet and continue to meet the \$5,000 minimum eligibility requirement. The more you buy, the better your award. Points are calculated based upon your cost for Hunter and FX Luminaire materials. For every \$50 (U.S.) in eligible products you buy, you'll earn points that you can exchange for an incredible array of awards.

## **HOW ARE AWARD POINTS POSTED TO MY ACCOUNT?**

There's no messy bookkeeping for you. Hunter will maintain all records of the award points you have available. In order for us to convert your purchases into points, you have to let us know what you bought:

- Have your Distributor generate a computer report of your Hunter purchases (many Distributors report information automatically to Hunter; check to see if your Distributor offers this service).

- Mail in photocopies of invoices (with Hunter and/or FX Luminaire purchases highlighted) showing the purchase cost of each Hunter item from your local authorized Hunter Distributor(s), along with a Points Request Form (available on the member website).

## **HOW SOON DO I HAVE TO USE MY POINTS? CAN THEY BE CARRIED OVER FROM YEAR TO YEAR?**

The choice is yours. You can use your points right away, or save them for an even bigger award. Just remember that points are good for up to two years from the date of posting, so be sure to use them before they expire.

## **ARE THERE OPPORTUNITIES TO EARN EVEN MORE IN THE PREFERRED PROGRAM?**

The Program is designed to provide a high level of service, benefits, and attention to all Program members, with specific emphasis on customers who are purchasing the complete family of Hunter and FX Luminaire products on a continuous basis.

Each year, Program members are assigned to one of four levels based upon their prior year's purchases posted to the Program.

- Platinum members purchase more than \$100,000 in Hunter and/or FX Luminaire products per year
- Gold members purchase \$50,000 to \$99,999 in Hunter and/or FX Luminaire products per year
- Silver members purchase \$20,000 to \$49,999 in Hunter and/or FX Luminaire products per year
- Standard members purchase \$5,000 to \$19,999 in Hunter and/or FX Luminaire products per year

## **HOW ARE CUSTOMERS ASSIGNED THEIR STATUS?**

Each year, customers are assigned to levels based on Hunter and FX Luminaire product purchases posted to their accounts between January 1 and December 31 of the previous year.

## **CAN CUSTOMERS INCREASE THEIR STATUS LEVEL MID-SEASON?**

Customers are assigned a level each year based upon their total posted purchases for the prior calendar year. It is important to watch your statements during the year to make sure your purchases are being posted throughout the season, so your status is properly credited at year-end for the next season.

Preferred Program members will be dynamically upgraded mid-season to the next level, if they achieve it. For example, if a member enters the Program at Silver status, they can achieve Gold status simply by purchasing \$50,000 of Hunter products during the current year. As soon as the threshold for the next level is met, the member is automatically upgraded and welcomed to the next level.

## **WHAT HAPPENS IF NOT ALL OF MY PURCHASES ARE RECORDED IN A CALENDAR YEAR?**

Membership in the Program and assignment to the different categories of membership are based on the purchases posted to your account during the calendar year. The timing of when we receive your information can impact your status. It's your responsibility to make sure all purchases are posted during the year by reviewing the statements you receive every three months. Remember that all purchases must be made from a local authorized Hunter Distributor to be eligible for points. Please report any discrepancies immediately to the Preferred Program by calling 1-877-888-0167.

## **WHAT AWARDS CAN I EARN?**

There are three main categories of awards (all of which are explained in detail later in this booklet), and you can use your points toward any single award or combination of awards, in any single category or combination of categories.

1. Cash Awards: Turn your points into cash and spend it how you want.
2. Distributor Credit: Redeem points for a credit that can be applied to your authorized Hunter or FX Luminaire Distributor account.
3. Business Tools: Order from an array of business tools to help with marketing, website design, computers, or software to give your business a competitive edge.
4. Exciting Merchandise Awards: Reward yourself (or others in your company) with any of the high-quality awards on the member website.

To redeem your points for the award(s) of your choice, simply log in to your online account and click on "Store" to select from the different categories.

## **WHEN CAN I START EARNING POINTS?**

To participate, you must enroll online at the Program website. You will earn points once you spend at least \$5,000 on Hunter or FX Luminaire products in a calendar year. Remember to submit all requests for points by the deadlines explained on the Points Request Form. Hunter must also have your company's current W-9 form on file in order for you to participate in the Program.

## I ALREADY PARTICIPATE IN A REWARDS PROGRAM OR POINTS PROGRAM OFFERED BY MY LOCAL HUNTER OR FX LUMINAIRE DISTRIBUTOR. IS THE HUNTER PROGRAM A PART OF THAT?

The Hunter Preferred Program is presented by Hunter separately, as an additional reward for your purchases from your Hunter or FX Luminaire Distributor. However, in many cases, your Hunter Preferred Program points and the points earned in other Distributor-sponsored programs can be combined to allow you to attain even greater awards. Check with your Distributor for details on the special opportunities they may have available.

## WHAT OTHER RESTRICTIONS DO I NEED TO BE AWARE OF?

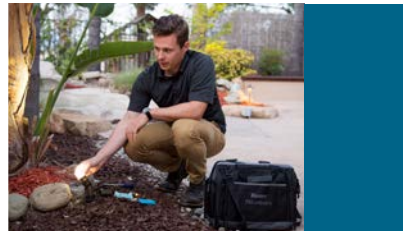
**Your point balance can be reduced** if there are no purchases or redemptions submitted for your account in an 18-month period, or if you return products.

**Your points can be put on hold** if you fail to maintain your account in good standing with your Hunter or FX Luminaire Distributor.

*Official terms and conditions are included at the back of this handbook.*

## HOW DO I FIND OUT ABOUT MY AVAILABLE TOTAL POINTS?

Managing your account has never been easier. Simply log in to your account to view your available point balance. You will also get a quarterly email notification of account updates and a printed copy in the mail.



# BENEFITS OF MEMBERSHIP

As a member of the Hunter Preferred Program, your company is eligible for many exciting awards and benefits. As you increase your purchases of Hunter or FX Luminaire products, you will have the opportunity to take advantage of even more services and opportunities to grow your business.

HUNTER PREFERRED  
**STANDARD**

**\$5,000-\$19,999**

Amount above reflects annual purchases in U.S. dollars

## Standard Level members receive the following benefits:

- 5 points for every \$50 (U.S.) in eligible Hunter irrigation or FX Luminaire lighting products purchased
- Cash or Distributor Credit point redemption value: \$0.35
- Opportunity to earn bonus points through email promotions or mailings
- Bonus point opportunity for Irrigation Association Certifications and selected educational classes
- Points are valid for 2 years from the date they are posted to your account (the oldest points are used first when you redeem, so be sure to redeem your points regularly)
- Dedicated toll-free number for the Preferred Program: 1-877-888-0167
- Access to your Preferred Program account at: [preferred.hunterindustries.com](http://preferred.hunterindustries.com)
- Quarterly email notification of account updates and a printed copy in the mail (when there is activity in your account during that period)

**Business Tools:** Choose the items that your company needs most to succeed. Upgrade your company's image with truck marking, presentation materials, yard signs, custom website development, professional image wearables, new office equipment, or demo kits.

**Awards:** Choose brand-name merchandise, vacation packages, cash, or Distributor Credit.



HUNTER PREFERRED  
**SILVER**

**\$20,000-\$49,999**

Amount above reflects annual purchases in U.S. dollars

**Silver Level members receive all Standard benefits plus:**

- Use of the Silver Preferred logo on your company's marketing materials
- Cash or Distributor Credit point redemption value: \$0.40
- Invitation to Hunter Institute of Irrigation and Lighting classes
- Access to selected Hunter or FX Luminaire product images
- Marketing funds of up to \$250 (U.S.) a year
- Option to participate in the Hunter job referral Program

HUNTER PREFERRED  
**GOLD**

**\$50,000-\$99,999**

Amount above reflects annual purchases in U.S. dollars

**Gold Level members receive all Standard and Silver benefits plus:**

- Use of the Gold Preferred logo on your company's marketing materials
- Cash or Distributor Credit point redemption value: \$0.45
- Option to participate in product development and field test Program
- Invitation to Senior Business Managers' Conference and Forum
- Marketing funds of up to \$500 (U.S.) a year

HUNTER PREFERRED  
**PLATINUM**

**\$100,000 +**

Amount above reflects annual purchases in U.S. dollars

**Platinum Level members receive all Standard, Silver, and Gold benefits plus:**

- Use of the Platinum Preferred logo on your company's marketing materials
- Cash or Distributor Credit point redemption value: \$0.50
- Annual planning meeting with your local Hunter or FX Luminaire representative
- Marketing funds of up to \$1,000 (U.S.) a year

# HUNTER PREFERRED

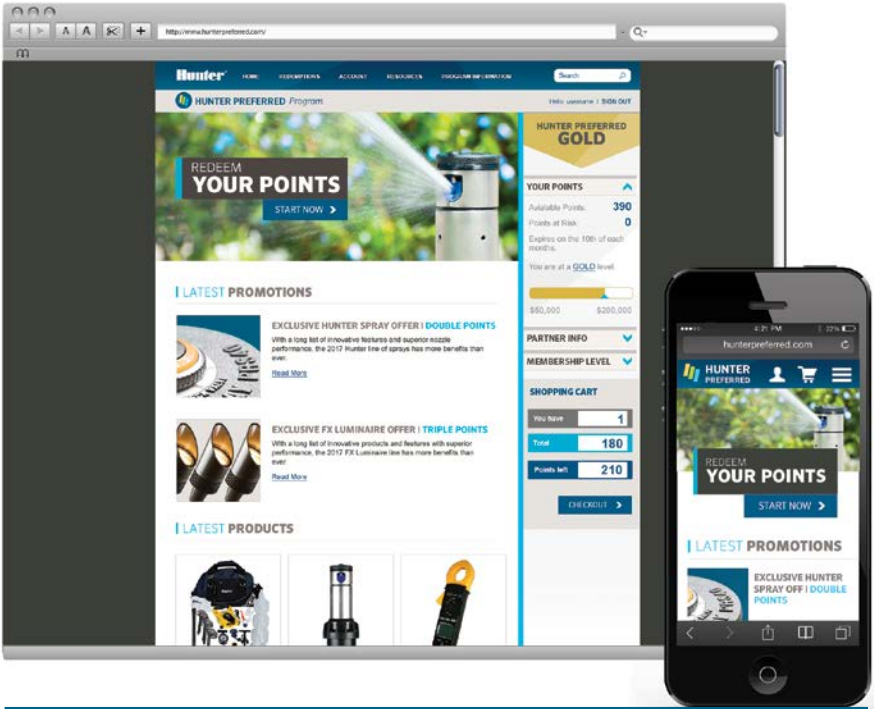
THE QUICK, EASY, AND  
COMPREHENSIVE WAY TO ACCESS  
YOUR ACCOUNT... AND MORE!

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Keeping up to date on the Hunter Preferred Program has never been easier. All the latest information about the Program and your personal member account is just a click away.

At **preferred.hunterindustries.com**, you can take care of various routine tasks that would otherwise require several days to receive paperwork in the mail. In a matter of minutes, you can access the data and forms you need simply by logging on and browsing our comprehensive website.





# preferred.hunterindustries.com

The Preferred Program website: your most up-to-date resource for award choices.

Hunter continually updates the wide selection of awards available for redemption.

## HERE ARE SOME OF THE THINGS YOU CAN DO!

- Check your account balance
- View your transaction history
- Update your address
- Add sub-users
- Shop the awards catalog
- Redeem your points
- Download redemption forms

# BUSINESS TOOLS

The best part of this award category is that you can select whatever your company needs, from computers and software to business equipment and marketing materials.

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## *ADVERTISING FOR YOUR BUSINESS*

- Marketing funds bonus
- Custom Hunter job-site signs and truck marketing kits
- Hunter or FX Luminaire customized printed literature and door hangers

## *REDEEM FOR VARIOUS ITEMS OR SERVICES TO HELP GROW YOUR BUSINESS*

- Computers and office equipment
- Business management software
- Website design through Hunter-contracted agencies
- Office machines

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## *JOB REFERRAL PROGRAM*

HUNTER PREFERRED  
**SILVER**

HUNTER PREFERRED  
**GOLD**

HUNTER PREFERRED  
**PLATINUM**

Hunter receives leads from homeowners and commercial projects, and generates leads through national brand advertising and public relations efforts, as well as the Hunter website. Program members have the option to receive leads that come from their local area. When a member earns entry into one of the top three levels of the Program, their online access will become available. Once enrolled, your company will come up on the Hunter Industries website as a Preferred Contractor for homeowners searching for service in your area.

# MARKETING SERVICES

## GAIN INSIGHT TO YOUR MARKET

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Control your business with field software designed specifically for the small contractor or dealer. Quickly and easily manage your customers' start-up and winterization status; service contracts, work orders, and invoices; complete service history; and system layout. Efficient customer management is key to the success of your company.

Field and office operations are integrated into a single, paperless work-order solution. Mobile software syncs with office software, so you can run your business from anywhere: scheduling/dispatching, routing, contact management, job tracking, time sheets, vehicle history, field data collection, and more.



# CONFERENCES, SEMINARS, AND EDUCATION



# HUNTER SENIOR BUSINESS MANAGERS' CONFERENCE AND FORUM

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*OPEN EXCLUSIVELY TO SILVER, GOLD, AND PLATINUM LEVEL HUNTER PREFERRED MEMBERS*

It's a chance to experience firsthand the people and processes that make Hunter Industries an important part of your business plan. It's a chance to meet and share ideas with a select group of people just like you. Plus, it's a chance to enjoy the best of a spectacular location. All in all, it's a chance that you simply can't afford to pass up.

## **WHEN IS IT?**

The Senior Business Managers' Conference and Forum will be held for only one session, during the winter (off-season) months.

## **WHERE IS IT?**

The site will rotate among various locations in a sunny climate (e.g., Florida, Caribbean, Mexico, Hawaii). Accommodations will be at a luxury resort facility, typically offering golf, tennis, swimming, and a complete lineup of therapeutic spa treatments.

## **EVENTS INCLUDE**

- Lavish accommodations
- Q and A with key Hunter personnel
- Exquisite dining
- Informative business seminars
- Free day to explore or relax
- Engagement with other Preferred Program Members

## **HOW DO I SIGN UP?**

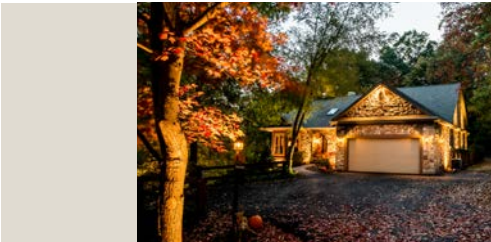
To be added to the waiting list for next season's conference, call 1-877-888-0167. About four months before the conference, we'll send you a brochure that includes the dates of the conference, the point cost, and an application to fill out. We'll take care of the rest, including transportation, lodging, and meals. But don't wait! This latest addition to our Program lineup fills up fast.

# EDUCATIONAL PROGRAMS

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Located on site at Hunter's attractive headquarters in northern San Diego County, the Hunter Institute of Irrigation and Lighting offers the most comprehensive short-term learning program in the industry. And unlike any other such program, the Hunter Institute of Irrigation and Lighting includes accommodations, meals, transportation, and course materials as part of your enrollment package.

The Hunter Product Specialist Program was developed to give contractors the proper training and tools to work more effectively and ensure top-quality irrigation installations. These courses help new employees become familiar with Hunter products and help train existing employees in the proper usage and maintenance of Hunter products.







Hunter is committed to bringing in guest instructors who are experts in their fields. In addition, courses will include presentations by Hunter or FX Luminaire product managers and other specialists, each covering subjects that correspond to their area of expertise. Classes are kept small for in-depth personalized instruction.

It's all presented with a low-key, easygoing approach that makes tackling unfamiliar subjects a comfortable exercise. And when your training is over, you'll have an opportunity to spend some time enjoying beautiful San Diego.

A detailed brochure, including dates for course sessions and point costs, will be mailed to all Hunter Preferred Program Members prior to the opening of registration for each season. For additional information, please call the Preferred Program general information line at **1-877-888-0167**.

# MERCHANDISE AND CASH REWARDS

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## MERCHANDISE AWARDS

Hunter offers a wide variety of professional marketing tools, merchandise, awards, and logo items on the Program website. Please visit the member website to see the current offerings. We periodically make special offers through member quarterly emails that allow you to redeem your points for newly available items on a one-time basis. Hunter reserves the right to substitute an item of equal or greater value should the requested award be unavailable. Certain restrictions apply in various states and Canada.

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## CASH AWARDS

Hunter and FX Luminaire products have always been known for their easy installation, easy use, and easy servicing. Now, with the Hunter Preferred Program, you can earn cash awards simply for buying qualifying Hunter or FX Luminaire products.

### *QUICK CASH AWARD*

If you choose to exchange your award points for a Quick Cash Award, we will redeem your points at the appropriate rate (depending on your status level) with a minimum claim amount of 500 points. All awards will be paid in U.S. dollars.

Use the money for whatever you like. Get some new tools or equipment for your business ... treat your staff to a night on the town ... enjoy a weekend getaway for you or your family ... or simply use it to buy more Hunter or FX Luminaire products.



If you're a Hunter fan, chances are you're already going to buy plenty of Hunter irrigation or FX Luminaire lighting products. But now, as a Member of the Hunter Preferred Program, when you buy plenty of products, you're also going to get plenty of money back!

### *HUNTER DISTRIBUTOR CREDIT AWARD*

Another way to exchange your award points is to turn them into a credit that can be applied to your account at your locally authorized Hunter or FX Luminaire Distributor. We will redeem your points at the appropriate rate (depending on your status level) with a minimum claim amount of 500 points. Simply redeem online or fill out the Distributor Credit Award Claim Form, available on the member website, and we will process a credit to your Hunter or FX Luminaire authorized Distributor account. Once your point redemption request is verified, we will send the appropriate information to your Distributor, and a letter to you confirming the transaction.

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## **OTHER AWARDS PROGRAMS**

Points offered by your local Hunter or FX Luminaire Distributor may often be converted into points in the Hunter Preferred Program. Contact your Hunter or FX Luminaire representative for more information.

# OFFICIAL TERMS AND CONDITIONS

## Hunter Industries Incorporated Preferred Program

*This Program is void where restricted or prohibited by law.*

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### GENERAL CONDITIONS

1. Hunter Preferred Program (the “Program”) is a customer benefit Program available to all public agencies and professional landscape, lighting, and irrigation contractor companies.
2. Participation in the Program is subject to the Terms and Conditions set forth by Hunter Industries Incorporated (“Hunter”). Failure to abide by Program Terms and Conditions, abuse of Program privileges, conduct detrimental to the interests of Hunter, or any misrepresentation may result in the termination of Program membership and the forfeiture of accrued Points.
3. The Program began on March 1, 1999, and will continue until it is terminated by Hunter. Hunter reserves the right to modify or terminate the Program without notice. The current Program Official Terms and Conditions are effective as of January 1, 2018.
4. Eligibility is limited to professional landscape, lighting, and/or irrigation contractor companies, municipalities, and government

agencies headquartered in the 50 United States, District of Columbia, or Canada (the “Members”). For the purposes of these Official Terms and Conditions, the term “company” shall mean and include a corporation, partnership, limited liability company, or sole proprietorship.

Only one membership may be maintained per company. In the case of a sole proprietorship, the sole proprietor must be at least 21 years of age to become a Member. The eligible company must designate one contact person (the “Contact Person”) or purposes of the Program.

5. In order to participate, a company must enroll in the Program online at the Program website (preferred.hunterindustries.com). The company will qualify to earn Points as a Member after its membership has been activated (“effective date”) and it meets the minimum requirements. Purchase information submitted by an authorized Hunter or FX Luminaire Distributor in its regular reporting process is accepted as the initial purchase of a Member, and will immediately

result in the granting of Points. Purchases prior to the effective date of a Member's enrollment are not eligible for Points. Hunter must also have a Member's current IRS W-9 form on file in order for the Member to participate in the Program. Members will be issued a Program Account Number that will be required on all Program correspondence.

6. Hunter will be the final judge in determining any Member's eligibility to participate in the Program or to receive any Program award.

## **REGISTERING FOR THE PROGRAM**

7. In order for a Member to participate in the Program, the designated Contact Person must enroll online at the Program website. Members will be issued a Program Account Number that will be required on all Program correspondence. Hunter must also have your current IRS W-9 form for your company on file in order for you to participate in the Program.

## **EARNING POINTS**

8. Members can earn Points by purchasing Hunter residential and commercial irrigation or FX Luminaire lighting products from an authorized participating Hunter or FX Luminaire Distributor ("Hunter Distributor") in the 50 United States, District of Columbia, or Canada. Purchases of all residential/commercial Hunter or FX Luminaire products are eligible for Points, with the exception of Hunter Golf Products. No points will be earned until a Member has spent at least \$5,000 on Hunter irrigation or FX Luminaire lighting products in a calendar year, including without limitation a Member who earned points in a preceding year.

9. Purchases of Hunter or FX Luminaire Products from suppliers, including sub-Distributors or dealers that are not Hunter or FX Luminaire Distributors do not count toward Points. (To see whether a supplier is an authorized Hunter or FX Luminaire Distributor, please call 1-877-888-0167, or consult the Hunter website at [hunterindustries.com](http://hunterindustries.com), and look under "Get Hunter.")

## **POSTING POINTS TO A MEMBER'S ACCOUNT**

10. To accumulate Points, a Member must have their Points posted to their Account. To do this, the Member must complete a Points Request Form available online (copies also available by calling 1-877-888-0167) and either attach copies of their paid invoices showing the purchase of Hunter or FX Luminaire products from a Hunter or FX Luminaire Distributor, or attach a computer report generated by a Hunter Distributor reflecting the Member's purchases. The paid invoices must include the Distributor's name and address as well as the Member's name and address, the invoice number, the quantity purchased, the product model number, the price paid for each, the total amount paid, and the date of purchase. The paid invoices submitted may be either original invoices or clean, clear, legible photocopies. Hunter reserves the right to challenge the authenticity of any invoices submitted by a Member.
11. In addition, certain Distributors submit to Hunter on a quarterly basis reports of Member purchases, which may eliminate a Member's need to submit a Points Request Form. It is the Member's responsibility to (1) determine

whether a Distributor submits such reports and whether the reports contain all the Member's purchases, (2) notify the Distributor of Member's membership in the Program and the Member ID, and (3) monitor the accuracy and timing of the Distributor's reporting with respect to the Member. By participating in the Program, each Member authorizes Distributors to submit records of the Member's Hunter and FX Luminaire product purchases on behalf of the Member to Hunter. Distributor reports of Member purchases are subject to the same timing requirements listed on the Points Request Form (for example, a Distributor report with respect to Member purchases made in January, February, and March must be postmarked by April 30 of the same year).

12. Once a Member meets the requirements, they will earn five Points per \$50 U.S. in Hunter or FX Luminaire products purchased from a Hunter or FX Luminaire Distributor, net of all taxes, discounts, and rebates. The total dollar amount of the Hunter Products purchased on paid invoices submitted together with each Points Request Form will be added together to determine the amount of Points to be posted. Therefore, to maximize a Member's ability to accumulate Points, the Member should include several purchases in one submittal. For example, purchases of \$249 U.S., \$99 U.S., and \$102 U.S. are worth 45 Points if submitted together. Submitted separately they are worth only 35 Points.
13. Points Request Forms and invoices for purchases made between January 1 and March 31 must be submitted by April 30 of the same year. Forms and invoices for purchases made between April 1

and June 30 must be submitted by July 31 of the same year. Forms and invoices for purchases made between July 1 and September 30 must be submitted by October 31 of the same year. Forms and invoices for purchases made between October 1 and December 31 must be submitted by January 31 of the next year.

14. Points will be deducted for returns. Your Points can be put on hold by your Distributor if you fail to maintain your account in good standing with your Hunter or FX Luminaire Distributor.

## **ATTAINMENT OF MEMBERSHIP LEVELS**

15. The Program has four levels of membership available for members based upon their annual volume of purchases:

Active members (described below in "Other Conditions") that purchase \$5,000 to \$19,999.99 of Hunter or FX Luminaire product from a locally authorized Hunter or FX Luminaire Distributor in a calendar year are assigned to the "Standard" level.

Active members that purchase \$20,000 to \$49,999.99 of Hunter or FX Luminaire product from a locally authorized Hunter or FX Luminaire Distributor in a calendar year are assigned to the "Silver" level.

Active members that purchase \$50,000 to \$99,999.99 of Hunter or FX Luminaire product from a locally authorized Hunter or FX Luminaire Distributor in a calendar year are assigned to the "Gold" level.

Active members that purchase from \$100,000 or more of Hunter or FX Luminaire product from a locally authorized Hunter or FX Luminaire Distributor in a calendar year are assigned to the “Platinum” level.

16. The determination of the current Member level status will occur after the end of each calendar year. Members can move to a higher membership level during a calendar year by having invoice postings to their account that fall in the purchase range of a level that is higher than their current level. Once a Member reaches a higher level of membership, all benefits associated with the new membership level will take effect.
17. In the event that at the end of a calendar year a Member has not met the purchase level requirements for its current level, the Member will be re-assigned to the appropriate level (based on its calendar year purchases) for the next calendar year, at which time all earned points will be re-valued to the new membership level. However, Members will have a 30-day grace period from level adjustment to redeem points at prior level value.

## **EXPIRATION OF POINTS**

18. Points are valid for two years from the date of posting to a Member’s Account or until 90 days after the date of termination of the Program, whichever is earlier. If the Points are not used before expiration, they are automatically forfeited.
19. Point statements (“Point Statements”) will be issued every quarter to all Members whose Accounts had activity during the relevant reporting period.

## **AWARD REDEMPTION**

20. Members may claim those awards that are offered on the Program website. To claim an award, a Member’s Account must be open and in good standing. If Hunter cancels a Member’s Account, all Points in the Account will be forfeited immediately. Members can claim an award at any time during the Program. To claim an award, log in to your online account at [preferred.hunterindustries.com](http://preferred.hunterindustries.com). You can also complete an official Award Claim Form (available on the site or by calling 1-887-888-0167). Hunter reserves the right to substitute an item of equal or greater value should the requested award be unavailable. Certain restrictions may apply in various states, and Canada.
21. The redemption cash value of Points held in Members’ Accounts varies depending on the Member’s level: Standard: \$0.35; Silver: \$0.40; Gold: \$0.45; Platinum: \$0.50.
22. Any and all fees and tax liabilities arising from the Member’s receipt or use of Program points are the sole responsibility of the Member. Members will receive an IRS Form 1099 for the value of Points redeemed for certain rewards. For example, cash awards, and merchandise among other rewards, may be taxable, requiring issuance of Form 1099. Members should consult their tax advisor for complete information regarding fees and taxes related to the Program.

## OTHER CONDITIONS

23. All materials submitted become the property of Hunter and will not be returned.
24. Hunter is not liable for correspondence or requests that are delayed, lost, or stolen in the mail.
25. All Point Statements and Program awards will be issued in the name of the Member and delivered only to the Member's address on file. Each Member shall be responsible for updating their address online and advising Hunter of any Contact Person changes relating to their Account.
26. Members may not transfer, combine, or barter Points. Points have no cash value, other than as provided in relation to awards under the Program. Purchasing, selling, transferring, or bartering of Points shall result in immediate termination of the violator's Account.
27. Any Member that has failed to earn Points or submit updates to Hunter for a period of 12 consecutive months, may, at the option of Hunter, be removed from the rolls of active Members. Any Member that fails to earn Points for 18 months and/or fails to submit information updates to Hunter for a period of 18 months is subject to Account termination and forfeiture of all accrued Points without notice.
28. Any Member that has failed to redeem Points or submit updates to Hunter for a period of 24 consecutive months or does not have a current mailing address in the account or a current W-9 on file with Hunter, may, at the option of Hunter, be removed from the rolls of active Members and is subject to Account termination and forfeiture of all accrued Points without notice.
29. Any interpretations, questions, or disputes regarding the Program shall be resolved solely by Hunter, whose decisions shall be final and binding. Hunter has the right to terminate the Program or to change the Program in any manner, in whole or in part, including, without limitation, changing the Official Terms and Conditions, benefits, conditions of participation, number of Points required to attain any award, award levels, at any time, without notice, even though changes may affect the value of Points already accumulated. If the Program is terminated, Members will have 90 days from the termination date to redeem all Points earned, after which all Points will be forfeited.
30. Hunter is not liable for errors or omissions by its employees or agents in the printing of the Program brochure or related materials.
31. Hunter is not liable for errors or omissions by its employees or agents in interpreting or in carrying out the terms of the Program.
32. Hunter is not liable whatsoever for any loss, damage, expense, non-performance, misperformance, accident, or injury of any nature whatsoever incurred in the course of a Member's use of any award received through the Program. Hunter, at its discretion, may request that the Member sign an additional release of liability form prior to delivery of an award.
33. Certain restrictions apply to awards. Awards must be used in accordance with the terms and conditions specified on the award certificate(s) a Member receives.



34. Hunter is not affiliated with the suppliers of any of the awards offered under this Program. Hunter neither endorses nor guarantees any product or service offered by an award supplier.
35. All award recipients agree to allow their names and likenesses to be used in public relations and promotional materials related to Hunter except where prohibited by law.
36. Membership in the Preferred Program is subject to the Member's maintenance of sound, ethical business practices and compliance with local regulations. Hunter reserves the right to terminate any Member's participation in the Program based upon complaints from customers, licensure or code violations, or non-payment of supplier invoices.
37. Meeting deadlines associated with any aspect of the Preferred Program is the responsibility of the Member. Hunter cannot make exceptions for Members that do not provide necessary paperwork by the published deadlines.

## **CORRESPONDENCE**

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Helping our customers succeed is what drives us. While our passion for innovation and engineering is built into everything we do, it is our commitment to exceptional support that we hope will keep you in the Hunter family of customers for years to come.



Gregory R. Hunter, CEO of Hunter Industries

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