

Nilfisk Rewards Program Rules

What is Nilfisk Rewards program?

Nilfisk Rewards (the "Rewards Program") is a program designed to capture the mindshare of Dealer Sales Representatives (DSR) and Equipment Specialists (ES) (each, a "Participant") and give such Participant the opportunity to earn rewards on their sales of eligible equipment. Participants can redeem their earned points ("Reward Points") for a prepaid virtual Mastercard card.

Participant Eligibility

If a participating dealership remains a Pinnacle or Partner Dealer for the upcoming calendar year, all eligible Participants enrolled the previous year's Rewards Program will be automatically enrolled in the upcoming year's Reward Program. For new Participant enrollment and for further information, please see the Nilfisk Rewards Program Terms and Conditions¹ or reach out to marketingus@nilfisk.com. Nilfisk Rewards is only eligible for select Nilfisk, Advance, Clarke and Viper equipment and all participation is subject to Nilfisk approval.

- **Ongoing Employment:** Eligibility is contingent on the Participant's continued employment at the dealership enrolled in the program. If a Participant terminates employment (either voluntarily or involuntarily), such Participant will no longer be eligible for the Rewards Program. Earned points need to be redeemed within 60 days of the employee's termination.
- **New Employment:** If a Participant secures employment at a different dealership that participates in the Rewards Program, they must re-enroll and notify their Nilfisk Program Manager (NPM). Rewards Points will not be backdated for any sales made while unenrolled. Rewards Points will be reset to zero upon re-enrollment in the Rewards Program.

Requirement: Participant must consent to the use of their personal information required for the registration process. All claims and issuance of Rewards Points will be made via the Nilfisk Rewards website. It is the participant's responsibility to maintain an up-to-date email address on their mynilfiskrewards profile.

Enrollment Process

Participants can enroll through the provided registration link; by enrolling, Participant consents to have Nilfisk collect their personal information and to use the same as necessary to manage the Program. After accessing the link, participants must:

- Provide their first and last name, email address, and agree to the [Terms and Conditions](#) and Program Rules.
- Complete the remaining enrollment details on [mynilfiskrewards.com](#), including address, agreeing to terms and conditions, and other relevant information
- Each participant is limited to one active enrollment.

How to Submit Claims

To submit a claim, follow these steps:

Go to **[mynilfiskrewards.com](#)** and select **Submit Claim**, from Claims dropdown.

1. All claims must be submitted within **60 days of Invoice date or Nilfisk's ship date or such claim will be forfeited.**
2. Invoices must include:
 - a. Customer and/or dealership name
 - b. Invoice number/date
 - c. Marketing line/product
 - d. Quantity sold
3. The system will calculate the Rewards Points based on products and quantities entered/purchased.

Claims will be reviewed by the Mynilfiskrewards Claims Department (the "Claims Department") and either approved or rejected within 5-7 business days. If the claim is approved, Participants will receive an approval email with their Rewards Points available for redemption. If rejected, the Participant will receive a rejection email with reasons for the rejection and may be allowed to correct the claim, at the Claims Department's sole and absolute discretion.

Redemption of Rewards

- Participants have until **December 31st** of each calendar year to redeem any Rewards Points earned from January 1 through December 31st of the previous year. After December 31st, any unredeemed Rewards Points will be forfeited.

- Redemption can be made for various denominations, starting at a minimum of \$5, in the form of a virtual prepaid Mastercard card. Maximum load per card is \$500.
- Redemption orders must include a valid email address. Participants should expect delivery within 2-4 weeks from the date of claim approval.

Account Inactivity

For unredeemed rewards points, a reminder email will be sent every ninety (90) days. If any Rewards Points remain unredeemed for a total of 365-days, the Participant's reward account will be frozen and marked for deactivation. The account will only be reactivated upon Nilfisk approval, and upon reactivation, the account will be reset to zero Rewards Points.

Exclusions – (Items not eligible for Rewards Points)

- Parts
- Machines that are IVS, IVACS, Industrial Vacuums
- Machines branded – Pressure-Pro and Hyrotek
- Demo machines
- Refurbished machines
- Private Label

Customer Support

For issues related to claims, approval/rejection status, or redemptions, Participants should first contact the Mynilfiskrewards partner at:

- **Phone:** 1-844-503-6113
- **Email:** mynilfiskrewards@acbcoop.com
- **Hours:** Monday to Friday, 8:00 AM to 4:00 PM MST

For enrollment or eligibility inquiries, participants should contact their Nilfisk Program Manager (NPM) or visit [Terms and Conditions](#).