

Rewards Program Terms & Conditions

Permwood + Permshield Rewards Program

Effective Date: August 21, 2026

Program Operator: Zap Supplies LLC, 1800 N Powerline Rd Ste A5, Pompano Beach, FL 33069

Support: rewards@zapsupplies.com • 754-222-6982

Website: rewards.zapsupplies.com

Important: This document is intended to govern the Program and should be reviewed by qualified Florida counsel before publication or launch.

1. Program Overview

These Terms and Conditions (the “Terms”) govern participation in the Permwood + Permshield Rewards Program (the “Program”), operated and administered by Zap Supplies LLC, a Florida limited liability company (“Zap,” “we,” “us,” or “our”). Permwood and Permshield are participating brands in the Program.

The Program is a free loyalty program for eligible contractors and installers who purchase qualifying Permwood or Permshield flooring products from authorized dealers. Eligible participants may earn promotional reward value based on verified qualifying square footage and may redeem available reward balances through a reloadable physical Rewards Card at participating authorized dealers, subject to these Terms.

2. Eligibility and Membership

- Participants must be individual contractors or installers, be at least 18 years old, and reside in the United States.
- Dealers, flooring companies as entities, homeowners, and employees of dealers are not eligible.
- Membership is free, but registration and approval by Zap are required.
- Registration requires, at minimum, company name, telephone number, and email address, together with any additional information Zap reasonably requests to verify eligibility.
- Only one Program account is permitted per person/company relationship. Duplicate, overlapping, or improperly created accounts may be rejected, consolidated, suspended, or closed at Zap’s discretion.

Enrollment does not guarantee approval. Zap may verify eligibility and may approve or deny an application in its reasonable discretion.

3. Qualifying Purchases and Earning Rates

Subject to verification and these Terms, approved qualifying purchases earn rewards based on the actual eligible square footage purchased:

- Permshield flooring: \$0.05 in reward value per eligible square foot.
- Permwood flooring: \$0.10 in reward value per eligible square foot.

All Permwood and Permshield flooring collections are eligible unless Zap announces an exclusion or Program change. Rewards are calculated only on eligible flooring square footage. Taxes, freight, shipping, accessories, moldings, underlayment, installation materials, services, and other non-flooring charges or products are excluded.

4. Invoice Submission and Verification

Participants must upload dealer invoices through the Program website. An uploaded invoice does not automatically earn or create a reward. Each invoice is subject to individual review, dealer confirmation, and approval by Zap.

Zap may contact the issuing dealer, request additional documentation, reject illegible, incomplete, altered, duplicate, unverifiable, or otherwise ineligible invoices, and determine the eligible square footage reflected on an invoice. Zap's records and verified eligible square footage will control the Program calculation, subject to correction of clear errors.

Returned, cancelled, exchanged, credited, or otherwise reversed material will be deducted from approved eligible square footage once confirmed with the dealer. Zap may reverse or adjust reward value previously credited when a qualifying purchase is later returned, cancelled, credited, or found ineligible.

5. Calendar Quarters and Submission Deadlines

The Program uses calendar quarters. The dealer invoice date determines the quarter in which a purchase is eligible:

- Q1: January 1 through March 31. Submission deadline: April 10.
- Q2: April 1 through June 30. Submission deadline: July 10.
- Q3: July 1 through September 30. Submission deadline: October 10.
- Q4: October 1 through December 31. Submission deadline: January 10 of the following year.

Participants have through the applicable deadline to upload all invoices for purchases dated within that quarter. Once the applicable deadline passes, invoices for that quarter are no longer eligible for rewards and cannot be carried into a later quarter, except where Zap determines an exception is required by applicable law.

6. Reward Review and Posting

After each quarterly submission period closes, Zap will review and verify submitted invoices. Approved reward value will be credited after verification is completed. Zap does not guarantee a specific processing or posting time.

Participants may be asked for additional information before a submission can be approved.

7. Rewards Account and Physical Rewards Card

Approved reward value is maintained in the participant's Program account and is accessible through a physical, reloadable Rewards Card issued or authorized by Zap. The card is an access credential to the participant's Program account; the promotional reward balance is maintained in Zap's Program records.

The Rewards Card is reloadable and may continue to be used as additional rewards are approved. Available balances may carry forward from year to year and do not expire during normal operation of the Program.

The Rewards Card is a promotional loyalty reward mechanism. It is not a credit card, debit card, bank account, general-purpose prepaid card, or deposit account. Reward value cannot be redeemed for cash, except to the extent expressly required by applicable law.

8. Redemption

Available reward value may be redeemed only toward eligible Permwood or Permshield brand products purchased from participating authorized dealers that are enrolled and authorized to accept the Rewards Card.

- There is no Program minimum or maximum redemption amount, subject to the available balance and any legal, security, or system limitations.
- Partial redemption is permitted.

- Rewards are non-transferable and may not be sold, assigned, bartered, or transferred to another person or company.
- A participating dealer must properly scan the card/QR code or enter the Card ID and record its applicable invoice or order number through the authorized redemption system.
- The dealer applies the successfully redeemed amount as a reduction to the participant's eligible purchase.

A dealer may decline or be unable to accept a Rewards Card. If this occurs, the participant should contact Zap at rewards@zapsupplies.com or 754-222-6982. Dealer participation may change and acceptance is not guaranteed at every Permwood or Permshield dealer.

9. Dealer Redemption and Reimbursement

Only dealers specifically enrolled and authorized by Zap may redeem Rewards Card balances. A dealer is eligible for reimbursement only for reward value correctly redeemed through the authorized Program system. Dealer reimbursement is generally provided through a credit memo and may be processed by Zap on an ongoing basis.

A dealer's failure to properly redeem the available balance through the Program system may result in denial or adjustment of reimbursement. Dealers may not independently reverse completed redemptions; reversals or corrections must be processed or approved by Zap.

10. Returns After Redemption

If merchandise purchased using reward value is returned, cancelled, exchanged, or credited, the treatment of the reward-funded portion will be determined by Zap in cooperation with the participating dealer, consistent with these Terms and applicable law.

A dealer must not refund, convert, or pay the reward-funded portion to the participant in cash. Zap may restore, adjust, reverse, withhold, or otherwise reconcile reward value and dealer reimbursement as appropriate to reflect the underlying transaction.

11. Lost, Stolen, or Compromised Cards

Participants are responsible for safeguarding their Rewards Card and Program account information. A lost, stolen, damaged, or compromised card should be reported promptly to Zap. Zap may deactivate the affected card and issue a replacement linked to the participant's account.

Zap will use reasonable efforts to protect remaining verified balances after notice, but, to the maximum extent permitted by law, Zap is not responsible for unauthorized redemptions occurring before the card is reported lost, stolen, or compromised.

12. Account Responsibilities

- Maintain accurate and current registration information.
- Maintain only the account permitted under these Terms.
- Submit only authentic invoices relating to the participant's own qualifying purchases.
- Use the Program and Rewards Card in good faith and only for their intended purposes.
- Promptly cooperate with reasonable verification, audit, return, and fraud-review requests.

13. Fraud, Abuse, Audits, and Violations

Zap may audit Program activity and request invoices, dealer confirmations, proof of purchase, identity or eligibility information, return documentation, or other supporting records at any time.

Zap may reject purchases, reverse or deduct rewards, freeze or replace cards, suspend or terminate accounts, deny redemptions, recover improperly issued reward value, or take other appropriate action where Zap reasonably determines there has been fraud, duplicate submissions, altered documents, false information, account sharing, manipulation, returns not properly reflected, unauthorized transfer, system abuse, or other conduct inconsistent with these Terms.

14. Program Changes

Zap reserves the right, subject to applicable law, to modify the Program, including earning rates, eligible products, participating brands or dealers, verification requirements, submission deadlines, redemption rules, promotions, Program periods, card features, or these Terms.

Material changes may be communicated through the Program website, account communications, or transactional email. Continued participation after an effective change constitutes acceptance of the revised Terms to the extent permitted by law.

15. Program Suspension or Termination

Zap may suspend or terminate the Program, in whole or in part, subject to applicable law. If Zap permanently terminates the Program, participants with an available verified balance will be given 90 days after notice of Program termination to redeem that balance, unless a longer period or different treatment is required by applicable law.

After the applicable termination redemption period, remaining promotional reward balances may be forfeited to the extent permitted by law. The ordinary rule that balances do not expire does not prevent application of this termination provision.

16. Account Cancellation

A participant may request account closure by contacting Zap. Unless applicable law requires otherwise, closing an account may result in forfeiture of unredeemed promotional reward value. Zap may suspend or terminate an account for ineligibility, fraud, abuse, violation of these Terms, or other legitimate Program-protection reasons.

17. Transactional Communications

By enrolling, participants agree to receive transactional and administrative email communications necessary to operate the Program, including registration and approval notices, invoice status, verification requests, quarterly reward posting, redemption confirmations, card replacement, security notices, Program changes, and support communications.

The Program does not currently use enrollment as consent for marketing emails or SMS/text marketing. If marketing or SMS features are introduced, any legally required consent and opt-out mechanisms will be handled separately.

18. Privacy

Zap collects and processes information needed to administer the Program. The collection, use, retention, and disclosure of personal information are further described in the Zap Supplies Permwood + Permshield Rewards Privacy Policy available through rewards.zapsupplies.com.

19. Taxes

Participants are solely responsible for determining and satisfying any federal, state, local, or other tax obligations that may arise from earning, receiving, or redeeming Program rewards. Zap does not provide tax advice and may report

Program activity where required by law.

20. Website and System Availability

The Program website, card system, dealer portal, and related services are provided on an “as available” basis. Zap does not guarantee uninterrupted or error-free operation. Maintenance, outages, dealer connectivity, system errors, third-party services, or other circumstances may temporarily prevent account access, invoice submission, reward posting, or redemption.

Nothing in this section limits rights or remedies that cannot lawfully be excluded.

21. Intellectual Property and Acceptable Use

Program names, logos, trademarks, website content, graphics, software, and other materials associated with Zap, Permwood, Permshield, and the Program are protected by applicable intellectual-property laws. No ownership rights are transferred to participants.

Participants may not interfere with the Program website or systems, attempt unauthorized access, scrape or manipulate Program data, circumvent security measures, reverse engineer Program functionality except where legally permitted, or use the Program for unlawful or fraudulent purposes.

22. Limitation of Liability

To the maximum extent permitted by applicable law, Zap and its affiliates, participating brands, officers, employees, and agents will not be liable for indirect, incidental, special, exemplary, punitive, or consequential damages arising from participation in or inability to use the Program. Zap’s obligations relating to an erroneous Program balance or transaction are limited, where legally permitted, to correcting the applicable Program records, restoring properly earned reward value, or otherwise providing the remedy required by applicable law.

Nothing in these Terms excludes liability that cannot lawfully be excluded or limited.

23. Governing Law and Venue

These Terms and the Program are governed by the laws of the State of Florida, without regard to conflict-of-law principles, except where applicable law requires otherwise. Subject to any rights or venues that cannot legally be waived, disputes arising from the Program or these Terms shall be brought in the appropriate state or federal courts located in Broward County, Florida.

24. Severability; No Waiver; Entire Program Terms

If any provision of these Terms is held invalid or unenforceable, the remaining provisions will remain in effect to the fullest extent permitted by law. Zap’s failure to enforce a provision is not a waiver of its right to enforce that or another provision later.

These Terms, together with the applicable Privacy Policy and any specific promotion terms expressly incorporated into the Program, constitute the governing Program terms between the participant and Zap.

25. Contact

For questions regarding eligibility, invoice submissions, reward balances, card replacement, dealer acceptance, redemptions, or these Terms, contact:

Zap Supplies LLC

1800 N Powerline Rd Ste A5

Pompano Beach, FL 33069
Email: rewards@zapsupplies.com
Phone: 754-222-6982