



123 REWARDS

FAQ

- **How do I join the 123 Rewards Program?**
 - Sign and return our [terms and conditions agreement](#) found at CA.AVAD.com/Page/AVAD-Rewards to Customer.Service@AVAD.com or fax to (818) 926-4578
- **Does it cost anything to become a Rewards Dealer?**
 - No! Joining AVAD 123 Rewards is free to qualified AVAD Dealers.
- **What kind of Rewards can I earn?**
 - Qualifying Rewards Dealers can earn quarterly rebates on applicable vendor purchases as well as discounted levels of pre-paid shipping options.
- **What are the different levels and benefits at each Reward level?**
 - **BRONZE 1%**
 - \$5,000 - \$9,999 QUARTER total invoiced purchases including video net any returns
 - Participating Rewards Vendors pay out **1%** on all qualifying non-video quarterly purchases
 - Rewards Video vendors are excluded from Bronze payout
 - Bronze Dealers get prepaid freight (LTL) on sales orders equal to or greater than **\$3500**
 - **SILVER 2%**
 - \$10,000 - \$24,999 QUARTER total invoiced purchases including video net any returns
 - Participating Rewards Vendors pay out **2%** on all qualifying quarterly purchases including participating video vendors
 - Silver Dealers get prepaid freight (LTL) on sales orders equal to or greater than **\$2500.00** (down from \$3500)
 - **GOLD 3% non-video /2% video**
 - \$25,000 and above QUARTER total invoiced purchases including video net any returns
 - Dealer receives 3% on all participating Reward non-video vendors and **2%** on participating Reward Video lines*
 - Gold Dealers get prepaid freight (LTL) on sales orders equal to or greater than **\$1500.00** (down from \$3500)



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- **How do I collect my rebates?**
 - Rebates earned in each calendar quarter will be applied to your AVAD account within 30 days of the quarter close.
- **How do I know if I qualify for the next tier level?**
 - Your AVAD Account Manager will be helping track your progress so that you know where you stand, and how to maximize your payouts in the 123 Program.
- **What are the eligible dates for AVAD 123 Rewards?**
 - AVAD 123 Rewards is a quarterly program. The purchases you make in a calendar quarter earn your Rewards status for eligible rebates and special shipping rates. The program resets at the beginning of each calendar quarter.
 - April 1st – June 30th*
 - July 1st – September 30th*
 - October 1st – December 31st*
 - January 1st – March 31st*
- **I can't access my account on avad.com, how do I get assistance logging in?**
 - If you are unable to access your account on avad.com, please reach out to us at Customer.Service@AVAD.com or call us at (866) 367-2823.

Rebate levels are determined on sales by the quarter, freight levels are determined in arrears (i.e. Q2 performance level governs Q3 freight levels when dealers move between status levels. Subsequent quarter sales will determine the following quarter levels. Earned rewards will be in the form of AVAD credit and will be applied to your account within 30 days of the quarter close. Some models of video panels may not apply for the silver or gold rewards payments. AVAD reserves the right to exclude enrollment into the program at any time. AVAD Rewards participating vendors may be added or deleted from the program at the beginning of a new quarter. Your account needs to be in good standing to earn rewards. If your account gets terminated for any reason during the program, all accrued rewards are void.

