

Enerteq Loyalty Rewards

Program Rules — Effective September 18, 2026

1. Earning Points

Customers earn one point for every \$1 spent. Points are credited when an order reaches “Processing” or “Completed” status, whichever occurs first. Points are calculated on the order total after discounts, including the automatic tier discount and any points redeemed on that order.

Guest checkouts (orders placed without a customer account) do not earn points.

2. Membership Tiers

Membership tier is determined by a customer's tier standing (see Section 11, “Expiration and Tier Standing”). Each tier includes an automatic order discount, applied in addition to any points redeemed.

Tier	Points to Reach	Automatic Order Discount
Bronze	1,000	5%
Silver	15,000	10%
Gold	100,000	15%

The Gold-tier automatic discount does not apply to certain excluded product categories.

3. Redeeming Points

Customers may apply points toward an order at cart or checkout. Each point redeemed is worth a fixed percentage of \$1 that varies by tier, subject to a maximum percentage of the order value. Points in excess of this maximum remain in the customer's balance for future use.

Tier	Value per Point	Example	Maximum % of Order
Bronze	1%	100 points = \$1.00	20%
Silver	1.5%	100 points = \$1.50	35%
Gold	2%	100 points = \$2.00	50%

A minimum balance of 5,000 points is required before points may be redeemed.

4. Badges

A badge is a one-time bonus awarded the first time a customer's lifetime points reach a stated threshold. Once earned, a badge is not revoked. Badges are independent of tier standing; a later change in tier status does not affect a previously earned badge.

Badge	Points Threshold	One-Time Bonus
Bronze	1,000	1,000 points

Silver	15,000	2,000 points
Gold	100,000	10,000 points

5. Referral Program

A customer's referral link credits the referring customer 1,000 points upon the referred customer's first order that earns points. This bonus is issued once per referred customer.

6. Signup and Birthday Coupons

Customers receive a coupon for 5% off their first order upon signup, and an annual birthday coupon for 10% off, valid throughout the customer's birthday month. These coupons are issued as standard WooCommerce coupons and are separate from the points balance.

7. Membership Bonus

- A Membership Bonus of 500 points is reserved upon account creation.
- This bonus is credited to the customer's balance upon the account's first purchase that earns points.
- If no qualifying purchase occurs within 12 months of account creation, the bonus is forfeited and will not be credited.

8. Member Birthday Bonus

If the Membership Bonus described in Section 7 has been credited, an additional bonus is granted annually on the anniversary of account creation, provided a purchase has been made within the preceding 12 months. This bonus amount varies by tier:

- Bronze: 500 points
- Silver: 750 points
- Gold: 1,000 points

9. Google-Review Credit

- Amount: 1,000 points.
- Eligibility requires a verified customer review based on an actual purchase experience, confirmed by Enerteq Solutions, Inc. staff.
- This credit is issued manually by staff upon confirmation of a qualifying review.
- This credit expires 12 months after being issued. This expiration is separate from the general 18-month inactivity expiration described in Section 11.
- Expiration of this credit does not affect the customer's tier standing.

10. Order in Which Points Are Applied

When points are redeemed, manually adjusted, or removed due to inactivity, they are applied in the following order:

- Bonus-type credits first, including badges, referral points, the Membership Bonus, the Member Birthday Bonus, and the Google-Review Credit.

- Points earned through purchases, second.
- Within each category, the oldest credit is applied first.

Manually entered credits are classified as bonus or purchase-earned by Enerteq Solutions, Inc. staff at the time of entry.

11. Expiration and Tier Standing

A customer's point balance expires after 18 months without a purchase or rental, measured from the customer's most recent order. Two notice emails are sent before a balance expires: one 60 days before, and one 30 days before.

Tier standing. Redeeming points does not affect a customer's tier standing. Expiration of a balance due to inactivity may result in a lower tier. A manual correction by Enerteq Solutions, Inc. staff does not affect tier standing, nor does expiration of the Google-Review Credit described in Section 9.

12. Distributor Accounts

Not Eligible to Participate.

13. General Program Policy

- Points have no cash value and cannot be redeemed for cash.
- Points cannot be transferred between accounts.
- Points and coupons issued under this program are non-refundable.
- Points earned on a purchase that is later refunded (in whole or in part), returned, or cancelled are not eligible for redemption. If those points have already been redeemed, they will be revoked and the order on which they were redeemed is subject to cancellation.
- Participation in this program, and any points earned, are not a condition of purchase.
- Enerteq Solutions, Inc. reserves the right to revoke any customer's points, or to suspend, withdraw, or discontinue this program, at any time.
- A customer unable to register online may be enrolled by Enerteq Solutions, Inc. staff. The program applies to that account on the same terms as any other.

14. Terms and Conditions

This program is subject to Enerteq Solutions, Inc.'s Terms and Conditions:

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