



# PRO CLUB

REWARD YOURSELF

Program Guide

EXCLUSIVELY FOR PRO PARTNERS

**FRIEDRICH**

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# 1 PROGRAM OVERVIEW

## MISSION:

To provide the HVAC industry's best rewards to Pro Partners who demonstrate loyalty to Friedrich® and dedication to their customers by purchasing and installing eligible Friedrich heating and cooling products.

## PROGRAM DESCRIPTION

ProClub is a rewards and loyalty program that offers Friedrich Pro Partners exclusive opportunities to earn points for installation of eligible Friedrich product purchases. Pro Partners may redeem these points for a wide variety of valuable goods and services for work or play—such as merchandise, entertainment or travel. From the latest tech products, to concert tickets, to airfare and hotel accommodations, ProClub's extensive online catalog offers millions of reward options.



## 2 PROGRAM PROCESSES

### STEP 1

#### AUTOMATIC ENROLLMENT FOR PRO PARTNERS

Pro Partners are automatically enrolled in ProClub with NO action required by the distributor or contractor. As a Pro Partner, you'll earn points for each eligible residential heating and cooling product you install throughout the year. It's easier than ever to earn, track and redeem your points to choose from millions of amazing rewards.

#### Duration of Program

Friedrich reserves the right to terminate this program at any time. If the overall ProClub program is ever discontinued, Pro Partners will be notified that they have a full 90 days to redeem points for rewards.

#### Points Never Expire\*

All points issued to an active\* Pro Partner will be valid for the life of the ProClub program. Inactive members will lose their earned points only if their ProClub account remains inactive for 12 months or more OR the Pro Partner stops selling Friedrich products.

*\*An active contractor is defined as a Friedrich Pro Partner who registers installed eligible heating & cooling consistently with the ProClub rewards and loyalty program.*

### STEP 2

#### INSTALL & REGISTER ELIGIBLE PRODUCTS

A list of eligible residential heating and cooling products is available in the Resources section of this guide. Please review to confirm your Friedrich heating and cooling product installations are eligible for ProClub earnings. Products installed by Pro Partners through The Home Depot® Program are not eligible for ProClub points.

Eligible heating and cooling products can only be registered after installation in a residential application. Go to the Contractor Serial Tool (CST) located on My.Friedrich.com to claim and register the serial numbers of the eligible installed heating and cooling equipment. Along with the serial number, you will also provide the installation and homeowner information. Simply click *Submit* and after verification, your points are earned!

#### IMPORTANT!

Points earned from registered serial numbers of eligible heating and cooling products are tied to My.Friedrich.com User Accounts and not the Contractor's Company Name. You must choose a central My.Friedrich.com User Account to log in with when registering serial numbers via the Contractor Serial Tool (CST), so that your total earned points will be available for redemption.

## 2 PROGRAM PROCESSES

### STEP 3

#### TRACK & REDEEM YOUR PROCLUB POINTS

##### Redeem Your ProClub Points

- ▶ Log in to [My.Friedrich.com/ProClub](http://My.Friedrich.com/ProClub) and go to the *My Account* tab
- ▶ Browse reward categories within the online catalog
- ▶ Use partial or all of earned points on one or more rewards
- ▶ Scroll through and select items from the online catalog to redeem your available points
- ▶ Click *Submit*

While some items may arrive in as little as 3-5 business days, order delivery times vary; most products are delivered within 7-10 business days.

##### Tracking Your Earned Points

You can view your earned point balances and redemptions anytime by clicking the *My Account* tab on the ProClub website.

#### REWARDS: TURN SALES INTO REALLY COOL STUFF

- ▶ Technology Store
- ▶ Baby
- ▶ Books
- ▶ Electronics
- ▶ Fashion Accessories
- ▶ Home & Garden
- ▶ Jewelry
- ▶ Movies
- ▶ Music
- ▶ Office Products
- ▶ Personal Care
- ▶ Sporting Goods
- ▶ Tools & Hardware
- ▶ Toys & Hobbies
- ▶ Video Games
- ▶ Travel
- ▶ Event Tickets

### 3 FAQs

#### YOU'VE GOT QUESTIONS. WE'VE GOT ANSWERS.

##### **Q.** What is ProClub?

**A.** The ProClub Rewards program offers active Pro Partner contractors the opportunity to earn points for installing eligible Friedrich® heating and cooling products. Pro Partners may redeem points for a wide variety of consumer goods and services, such as merchandise, entertainment and travel from our online catalog of rewards. From the latest tech products to concert tickets to airfare and hotel accommodations, ProClub offers a robust rewards selection of outstanding quality.

##### **Q.** How does the ProClub rewards program work?

**A.** Pro Partners will be awarded points as outlined in the program rules. Points may be redeemed for items in our online catalog.

##### **Q.** What are ProClub's operating dates?

**A.** Friedrich® reserves the right to terminate this program at any time. Award points may be redeemed up to 90 days after the termination of the program.

##### **Q.** Do you request my personal information when participating in ProClub?

**A.** Your contact information is automatically populated on the *My Account* page on the ProClub website. Please note: If you redeem \$600 or more in rewards, you will receive a 1099 from ProClub for tax purposes.

##### **Q.** How do I earn ProClub points?

**A.** Pro Partners will receive points only for installed eligible Friedrich heating and cooling products.

##### **Q.** How do I redeem my ProClub points?

**A.** On the ProClub website, click the Shopping tab in the top menu to browse or search the online catalog or click *My Account* to update your profile, view available points, awarded points, points redeemed and item details on your redeemed points.

When you have located the item for which you wish to redeem points, you may check out right away or add more items to your online rewards shopping cart. Finally, update or confirm the shipping address and your rewards will soon be on their way.

### 3 FAQs

**Q.** Do I have to calculate shipping and tax?

**A.** The shipping and tax for each item is included in the redemption points total and is based upon the personal delivery location information you provide. You will be able to add items to your Wish List and know exactly how many points you'll need to redeem your reward.

**Q.** How long will it take for my rewards to arrive after redeeming points?

**A.** Order delivery time varies; most products are delivered within 7-10 business days. While some items may arrive in as little as 3-5 business days, this is not typical and will depend upon the vendor of the product and their shipping methods. Important! Do NOT use P.O. Boxes for product delivery. Many carriers will not deliver to a P.O. Box and this will likely result in product return and delay of your shipment.

**Q.** What if I need to return a defective product?

**A.** Contact Award Headquarters via the Contact Us form on [My.Friedrich.com/ProClub](https://My.Friedrich.com/ProClub) for return instructions or email [help@myfriedrich.com](mailto:help@myfriedrich.com).

**Q.** How do I track the shipping status of my rewards after redeeming points?

**A.** Log in to your personal account and click *My Account* to view details on your order status.

**Q.** Can I have my rewards shipped to an address that is not in my profile?

**A.** Yes, just update the shipping address when completing your order to have awards delivered to a new address. Do NOT choose a P.O. Box address for delivery.

**Q.** Who do I contact if there is a problem with my reward merchandise?

**A.** Contact Award Headquarters via the Contact Us form on [My.Friedrich.com/ProClub](https://My.Friedrich.com/ProClub) for information or email [help@myfriedrich.com](mailto:help@myfriedrich.com).

**Q.** I never received my reward product—what should I do?

**A.** If the product is flagged as shipped on your *My Account* page, contact Award Headquarters via the Contact Us form on [My.Friedrich.com/ProClub](https://My.Friedrich.com/ProClub) for shipping research or email [help@myfriedrich.com](mailto:help@myfriedrich.com).

**Q.** Can I cancel an order after it has been placed?

**A.** No, all redemptions are final. Please contact Award Headquarters via the Contact Us form on [My.Friedrich.com/ProClub](https://My.Friedrich.com/ProClub) for information on returning a defective item or email [help@myfriedrich.com](mailto:help@myfriedrich.com).

### 3 FAQs

**Q.** Which company manages the distribution of ProClub rewards?

**A.** Incentive Solutions, Inc., based in Atlanta, GA, handles the reward distribution. The company started in 1994 to focus on the incentive travel needs of its customers. In 2005, Incentive Solutions launched a web-based incentive marketing and reward platform designed to increase channel sales distribution, customer loyalty and employee engagement by rewarding loyalty and positive behavior changes. The platform is a flexible reward program management solution that offers point-based merchandise rewards as well as reloadable or one-time funded prepaid debit cards. To learn more, visit [Incentivesolutions.com](http://Incentivesolutions.com).





## 4 RESOURCES

### 1. Program Eligibility

Eligibility for the program is based on Pro Partner enrollment and the ProClub Rewards program designed and approved by Friedrich®, who reserves the right to modify or terminate this program at any time.

### 2. Program Dates

Friedrich reserves the right to terminate this program at any time, without notice. Upon termination of the program, Pro Partners will have 90 days after the end of the program to redeem points for merchandise.

### 3. Earning Points

Pro Partners will receive points only for eligible Friedrich heating and cooling products.

### 4. Receiving Points

Pro Partners will receive paperless, electronic points. Points statements may be viewed online via the program website at [My.Friedrich.com/ProClub](https://My.Friedrich.com/ProClub).

### 5. Bonus Points

Bonus points may be offered from time to time at Friedrich's discretion.

### 6. Point Life

All points issued to a Pro Partner will be valid for the life of the ProClub program. Points will expire if the account is inactive. Inactive is defined as an account with no eligible product purchases for 12 months or more OR the Pro Partner stops selling Friedrich products. An active Pro Partner is defined as a member who registers installed products consistently with the ProClub rewards and loyalty program. Once the program is discontinued, Pro Partners will have 90 days to redeem points for rewards, unless the program is terminated for other reasons. Upon final termination, any and all unredeemed points (and the value thereof) shall be forfeited and no reward claims shall be honored thereafter.

### 7. ProClub Membership Termination

If a contractor is no longer enrolled in the Pro Partner program, their ProClub membership will be terminated immediately. If Friedrich discontinues the program, Pro Partners will have 90 days to redeem points. Any and all unredeemed points (and the value thereof) remaining shall be forfeited and no reward claims shall be honored thereafter.

### 8. Non-Transferable / No Cash Value

Points are non-transferable and are not redeemable for cash.

## 4 RESOURCES

### 9. Availability

All rewards of merchandise, ticketed events, airline and hotel accommodations, and any other travel (the Travel and Merchandise Services) included in the ProClub Rewards program are available only to Pro Partners who have received points as part of this loyalty points-based program. Reward items offered are subject to availability and may be changed at any time.

### 10. Rewards

Please refer to the ProClub website at [My.Friedrich.com/ProClub](http://My.Friedrich.com/ProClub) for the most up-to-date details on rewards, point values and redemption information. Pro Partners may redeem points only for items listed in the online reward offering at the designated point quantities.

### 11. Questions

Please send all questions by using the Contact Us form located on [My.Friedrich.com/ProClub](http://My.Friedrich.com/ProClub) or email [help@myfriedrich.com](mailto:help@myfriedrich.com).

## 4 RESOURCES

### 2024 ELIGIBLE PRODUCTS

ENDEAVOR®

Eligible M1 Models	ProClub Points
FRA18AZ	1,600
FRA16AZ	800
FRA15AZ	500
FRP18AZ	2,000
RD17AZ	500
FRP16AZ	500
RD16AZ	500
FRP15AZ	500
FR98MV	1,000
FR97MV	1,000
FR962V	500
FR802V	500
FR951V	400
FR951V**UH Ultra Low NOx	400
FR951T	400
FR921V	400
FR921T	400
FR801V	400
FR801V Ultra Low NOx	400
FR801T	400
FRHMOVZ	600
FRH3VZ	400
FRH2VZ	400
FRWMV	300
FRH2TZ	300
FRB2TZ	300
RGE(A/X)ZS	1,700
RAC(A/X)ZS	1,300
EcoNet® Smart Therm.	200

IMPORTANT: PRODUCTS INSTALLED BY PRO PARTNERS THROUGH THE HOME DEPOT® PROGRAM ARE NOT ELIGIBLE TO EARN PROCLUB POINTS.

Effective Date: February 1, 2024

## 5 TERMS & CONDITIONS

**IMPORTANT: PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE SIGNING UP FOR YOUR PROCLUB REWARDS PROGRAM. THEY WILL COVER ALL OF YOUR USES OF AND PARTICIPATION IN THE SERVICES DEFINED BELOW. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, YOU MAY NOT ACCESS OR OTHERWISE USE THESE SERVICES. CLICKING ON THE BUTTON MARKED I AGREE ON OUR WEBSITE AND YOUR CONTINUED USE OF AND PARTICIPATION IN THE SERVICES INDICATE YOUR ACKNOWLEDGMENT THAT YOU HAVE READ AND ACCEPTED THESE TERMS AND CONDITIONS.**

These terms and conditions govern your use of a web-enabled incentive and loyalty program called RewardTrax (Services) provided by LW Acquisition, LLC (dba Loyaltyworks) and its affiliates (LW) and your company sponsor (Sponsor) (collectively, we, our or us). You acknowledge that you have read and unconditionally agree to these terms and conditions, as may be amended by us from time to time upon notice (via email, website posting or otherwise) to you. You warrant and represent that you are authorized to participate in and use our Services and that you are at least 18 years of age. You also warrant that all information you provide under this Agreement is true and complete and that you will promptly update such information to maintain its accuracy.

### GENERAL INFORMATION

1. Use of the program website is governed by separate and specific Terms and Conditions, which are located on the participant site at [My.Friedrich.com/ProClub](http://My.Friedrich.com/ProClub).
2. Friedrich® reserves the right to audit, alter or cancel this program at any time in its sole discretion, including without limitation, the program format, program partners, program elements, reward levels and reward rules. All such changes may be made without prior notification to ProClub Members. In all matters relating to the interpretation and application of the program rules, the decisions of Friedrich will be final.
3. Friedrich, its owners, agents, and employees make no guarantees, warranties, or representations of any kind, expressed or implied, with respect to items of merchandise or travel, and shall not be liable to ProClub Members or any third party for any damage, loss, expense (including, without limitations, attorney fees), or harm of any nature which arises in whole or in part from the underlying Travel or Merchandise Services, arranged for the ProClub Member in connection with the program.

4. Friedrich shall not be liable in the event that performance is made impossible, or by acts of God, civil or military authority, acts of public enemy, war, riots, civil disturbances, insurrections, accidents, theft, malicious damage, fire, explosions, earthquakes, floods, the elements, lightning, wind or fire resulting from any of the foregoing, strikes, labor disputes or any other causes beyond the reasonable control of Friedrich.

5. In the event any dispute arises between Friedrich and a ProClub Member regarding the program rules or any other dispute which is in any way related to the program, the parties agree that the sole and exclusive forum for the resolution of such disputes will be arbitration to be held before the American Arbitration Association or any successor entity pursuant to the commercial rules of arbitration then pertaining.

6. If any provision of the program rules shall be declared to be invalid, unenforceable or void, such decision shall not have the effect of invalidating or voiding the remainder of the program rules. Upon such event, the parties shall in good faith modify or alter the remainder of the program rules to effectuate the original intent of the parties.

### PRIVACY

Please review the Privacy Policy, which also governs your visits to our website and use of our Services, to understand our practices with respect to participant information collection, use and disclosure practices. You may view the privacy policy by clicking the Privacy link at the bottom of our website.

### ELECTRONIC COMMUNICATIONS

When you visit our website or use our Services, you are communicating with us electronically and consent to receive communications from us electronically. We may communicate with you by email or by posting notices on our website. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing.

### COPYRIGHT/TRADEMARKS/OTHER PROPRIETARY RIGHTS

All content (and the compilation thereof) included on our website, such as text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations, and software, is and will remain our property or that of our content suppliers and is protected by United States and international copyright laws. Except as otherwise provided herein, all graphics, logos, page headers, button icons, scripts, and

## 5 TERMS & CONDITIONS

service names on the site are and will remain our trademarks or service marks. All other trademarks not owned by us that appear on our website are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by us. You will not have, acquire or assert any rights in our Services, website, components or proprietary rights and will not, without our prior written consent, copy, reproduce or distribute in any manner any of the content, data or information available through our website or Services. You will not remove or modify any copyright, trademarks, service marks, confidentiality or other proprietary notice or marking appearing on any materials relating to the Services or website.

### YOUR ACCOUNT

If you use our website or Services, then you are responsible for maintaining the confidentiality or security of your account and password and for restricting access to your computer, and you agree to accept full responsibility for all activities that occur under your account or password. You also agree to immediately notify us of any unauthorized use thereof. Your Sponsor, not LW or the product retailer, is solely responsible for determining how your points are awarded or redeemed under the Services or when your points expire. Your Sponsor, not LW or the product retailer, is also responsible for providing direct support to you for all program related questions. LW is responsible only for direct support relative to technical issues reported through the email contact tool and return processing as outlined below. Product retailers and/or manufacturers may also provide additional terms and conditions associated with your product selection that may or may not be displayed through our website. We reserve the right at all times for any reason to modify or refuse your use of Services and/or content, including, but not limited to, the ability to terminate your account or program, remove, change or edit content or products offered, and/or cancel your orders at our sole discretion.

### RISK OF LOSS

The risk of loss and title for all items purchased or acquired through the Services will pass to you upon our delivery to the carrier.

### PRODUCT DESCRIPTIONS

We attempt to provide all Services to be as accurate as possible in describing the products offered through the ProClub website. However, we cannot and do not warrant that product descriptions or other content of our website or the Services are accurate, complete, reliable,

current, or error-free. You acknowledge that interruptions and loss of Services may occur as a result of maintenance or repairs to our Services or website, unexpected outages or interruptions or an act or omission by you or any third party. We will not incur any liability as a result of any such interruption or loss. If a product offered through the Services is not as described, then your sole remedy is to request a Return Merchandise Authorization (RMA) by way of the Contact Us form within the system and to return the product in unused condition and we, at our discretion, will credit any points back to your account subject to our product retail supplier's standard return policies.

### DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY

TO THE EXTENT PERMISSIBLE BY LAW, OUR WEBSITE AND ALL INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE), RELATED SYSTEMS AND SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH OUR WEBSITE ARE PROVIDED BY US OR OTHER THIRD PARTIES ON AN AS-IS AND AS-AVAILABLE BASIS WITH NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, DESCRIPTION, FITNESS FOR A PARTICULAR PURPOSE, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE AND NON-INFRINGEMENT. YOU EXPRESSLY AGREE THAT YOUR USE OF OUR WEBSITE CONTENT AND THE SERVICES IS AT YOUR SOLE RISK AND MAY BE SUBJECT TO CHANGE OR REMOVAL AT ANY TIME.

WE DO NOT WARRANT THAT OUR WEBSITE; INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE), RELATED SYSTEMS OR SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH OUR WEBSITE WILL BE UNINTERRUPTED, TIMELY OR FREE FROM ERRORS, INACCURACIES, VIRUSES OR OTHER HARMFUL COMPONENTS. WE, OUR SUPPLIERS, AGENTS, EMPLOYEES, OFFICERS, DIRECTORS AND SHAREHOLDERS ARE NOT AND WILL NOT BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY DAMAGES OF ANY KIND ARISING FROM THE USE OF OUR WEBSITE OR FROM ANY INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE), RELATED SYSTEMS OR SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH OUR WEBSITE, INCLUDING, BUT NOT LIMITED TO DIRECT, INDIRECT, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES.

## 5 TERMS & CONDITIONS

### INDEMNIFICATION

You will indemnify, defend (at our election) and hereby release us, our directors, our officers, our employees, our suppliers and our agents from all losses, damages, penalties, costs and expenses (including, but not limited to, legal fees) caused by, arising from or relating to information or content provided by you or your use of or participation in our Services or website or your breach of these terms and conditions.

### MISCELLANEOUS

These terms and conditions are governed by Georgia law, without regard to principles of conflict of laws. You may not assign these terms and conditions without our prior written consent. These terms and conditions, your registration and any other user policies, including our privacy policy, are the entire agreement between the parties and supersede all prior agreements and understandings between the parties related to these Services and website. We may modify any of the terms and conditions contained herein, at any time and in our sole discretion, by posting a change notice or new terms and conditions on the ProClub website. All provisions of these terms and conditions are severable and any provision of these terms and conditions found by a court of competent jurisdiction or arbitration panel to be invalid or unenforceable will not affect the validity or enforceability of any other provision of these terms and conditions. To the extent legally permissible, the parties will replace any illegal, invalid or unenforceable provision of these terms and conditions with a valid provision that will implement the intended purpose of the illegal, invalid or unenforceable provision. Any notices under these terms and conditions will be in writing and delivered to the following address:

Reward Headquarters  
2337 Perimeter Park Drive, Suite 220  
Atlanta, GA 30341

### DISPUTES

Any dispute that is not resolved between you and us in an effective and timely manner and relating in any way to your visit to our website or use of our Services will be submitted to confidential arbitration in Atlanta, Georgia; except that, to the extent you have in any manner violated or threatened to violate our or our supplier's intellectual property rights. In such case, we may seek injunctive or other appropriate relief in any state or federal court in the state of Georgia, and you consent to exclusive jurisdiction and venue in such courts. Arbitration under this terms and conditions will be conducted under the rules then

prevailing of the American Arbitration Association. The arbitrator's award will be binding and may be entered as a judgment in any court of competent jurisdiction. To the fullest extent permitted by applicable law, no arbitration under these terms and conditions will be joined to an arbitration involving any other party subject to these terms and conditions, whether through class arbitration proceedings or otherwise.

### RETURNS POLICY

All redemptions are final and cannot be cancelled unless it is determined that LW has made an error on the order or the item is received damaged. Return policy details and additional terms and conditions related to item redemptions must be agreed to during the checkout process.

### PRIVACY POLICY

LW Acquisition, LLC (dba Loyaltyworks) (LW) has created this Privacy Policy to explain what information we may collect about users of the ProClub website and how we will use that information in our business. The following describes our information gathering and dissemination practices for our website. By accepting this Privacy Policy, you expressly consent to LW and your company sponsor (Sponsor) (collectively, we, our or us) using any information gathered about you as contemplated herein. While this Privacy Policy will be available on our website, we recommend that you print and retain a copy of this Privacy Policy for your records.

The information we collect and how we use that information:

Transactions Data. When you submit information for a particular transaction on the website (Transactions), we will store and use that information for processing the transaction and for other internal business purposes such as fulfillment of your redeemed reward points. We may send personally identifiable information provided by you, including name, address, and email address, to other companies or people when:

- We have your consent to share the information
- We need to share this information to provide to you the information, product or service you have requested
- We respond to subpoenas, court orders or legal process; or
- We find or have reason to believe that your actions on our website violate website terms or conditions or are in violation of law

## 5 TERMS & CONDITIONS

**Demographic and Supplier Profile Information.** Demographic information may be collected at our website from time to time through surveys or other methods. We also collect general information about users of ProClub's website, such as which areas of the website and which services users utilize most frequently. We use this information in aggregate form to assess the functionality and performance of our website, and to assess the needs of our suppliers. This information may be shared with third parties on an aggregate basis.

**Internet Protocol Address.** We may collect an IP address from all visitors to our website. We may use your IP address to help diagnose problems with our server, and to administer our website. Your IP address may also be used to help identify you when you visit our website.

### **OTHER**

We may disclose information about you and your use of our website if required to do so by law, court order, or other government or law enforcement authority; or when we believe in good faith that disclosing such information is otherwise necessary or advisable, including, for instance, to satisfy tax and other reporting purposes or to identify, contact or bring legal action against someone who may be causing injury to or interfering with the rights or property of LW, Sponsor, another user, or of anyone else that could be harmed by such activities.

**Use of Cookies.** The ProClub website uses cookies to enhance your experience while using our website. Cookies are pieces of information that websites transfer to the computer that is browsing that website and are used for record-keeping purposes. LW may use cookies to save information related to your use of our website. To use the ProClub website, your browser must be set to accept cookies.

**Assignment.** LW may assign this Privacy Policy (a) to any of its affiliates, (b) to the surviving entity in the event of a merger, acquisition, or the sale of all or substantially all of the assets of LW, or (c) in connection with the sale of our website or the business unit associated with our website.

**Security.** The ProClub website has appropriate security measures in place to protect your confidential information. We use SSL technology during data transfer and security procedures during storage.

**Contacting the Website.** If you have any questions about this privacy policy, please contact us using the Contact Us form located at [My.Friedrich.com/ProClub](http://My.Friedrich.com/ProClub).

**PROCLUB**  
REWARD YOURSELF

## **FRIEDRICH**

### **FRIEDRICH USA**

5600 Old Greenwood Rd

Fort Smith, AR 72908

**My.Friedrich.com**

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*Not Available in Canada.*

*Rheem Sales Company, Inc. manufactures the Friedrich brand of commercial and residential heating & cooling products. In keeping with its policy of continuous progress and product improvement, Rheem reserves the right to make changes without notice.*

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