

Member Rebate Program Frequently Asked Questions:

1. **How much of a rebate can I expect to receive?** - There are 2 different ways the rebates are computed.

- a. Majority of the rebates are based on product plus upgrades
- b. Rebate is based on quantity of products (i.e. - Progress)

Because the variables are so complex, we cannot give a specific amount on the claim form. If you would like specific rebate amounts, please call or email and we will discuss what was used in the home to give you an amount.

2. **The home was completed a few months ago but has yet to close, when do I claim?** - Once the home is completed, you can file a claim. Under closing date, simply put the date the home was finalized.

3. **Do I need receipts?** – No. Because of the volume of claims, receipts would be too cumbersome. Claims are sent to the Manufacturer’s National Accounts Department who then verifies with their local salespersons. Only Progress Lighting requires a copy of your lighting schedule or receipts as we need to know what fixtures were used and the quantity.

4. **Can you help with Front-End Pricing?** - Because our overall volume equals that of a Top-5 Builder, we work directly with the National Accounts Departments of the Manufacturers. If you are ever interested in switching to one of our 28 Manufacturer Brands, simply let us know and we can have a Manufacturer salesperson offer their best front-end price. And, of course, you would receive a rebate through the Member Rebate Program as well.

5. **Can you explain what happens after I submit the paperwork?** – The deadline to submit the Rebate Claim Forms for Q2’09 is August 21st. About 2-3 weeks after the deadline, our Claims Department has processed all the paperwork and submits the invoices to the 28 Manufacturer Brands. We then send you a Remittance Statement indicating your closings submitted, the amount you will receive per home, and the total amount of your rebate. Once payment is received from the Manufacturers used (usually takes 30-45 days), we issue your lump sum rebate check immediately.

6. **What’s the catch?** - Manufacturers spend big money in marketing and either your subcontractor or the local counter/outside salesperson at your supplier is making the specifying decision. By offering a rebate, they are directly rewarding you for specifying their product and hopefully building loyalty.

If you are presently receiving any Manufacturer Rebates, you cannot “Double-Dip.”

“Double Dipping” is receiving a rebate twice for the same purchase. Anyone found deliberately “Double Dipping” will be out of the Member Rebate Program and will forfeit any pending rebates. Please do not let this happen!