

# CIRCLE of EXCELLENCE

## Program Overview



## GROHE Circle of Excellence

GROHE's **Circle of Excellence** rewards you directly for selling GROHE products. You have thousands of merchandise items to choose from, AND you also have the option of using earned **Circle of Excellence** points to purchase debit cards that can be used just like cash.

## Here's How It Works

The **Circle of Excellence** is an entirely online program:

- Online enrollment
- Online account record
- Online merchandise catalog
- Online debit card option
- Online point redemption
- Email activity/status statements

## Enrollment

- New enrollees will be asked to register a personal ID and password, as well as personal data (name, address, email, etc). You will be able to review the merchandise catalog and start earning points immediately.

## Earning GROHE Circle of Excellence Points

*Earning points is easy:*

Almost all GROHE products are included in this program (with the exception of handles, parts, and certain commercial products). Eligible SKUs will be searchable on the **Circle of Excellence** web site.

Remembering how many points you earn for each product sold has been simplified completely. With the **Circle of Excellence**, the points you earn per GROHE product sold are equal to the List Price of the GROHE product. All you have to do is refer to the GROHE Price List; if you sell a GROHE product that has a list price of \$799.00 you will earn 799 points.

Look for special promotions on the **Circle of Excellence** web site. You can earn, for a limited time, bonus points on selected SKUs.

Learn and Earn questionnaires are regularly offered on the **Circle of Excellence** website. You can earn extra points by reading short information about GROHE products and then completing a short quiz.

## Claiming Points/Redeeming Your Rewards

- Either follow the link from GROHE's website at <http://www.groheamerica.com> or go directly to <http://www.grohecircleofexcellence.com>
  - Once you have registered on the site, simply enter your ID and password and you're ready to claim points, shop and/or review your GROHE account
  - Entering a claim for points is simple: 1) Click on the claims tab once you've entered the website; 2) select the timeframe of your GROHE sale; 3) Enter your invoice number and sale date; 4) Enter the GROHE product number and quantity sold; 5) Click "submit."
- Your points claim will be reviewed and periodically, you will be asked to fax a copy of your invoice (for auditing purposes.) Your points will be added to your account on the Tuesday following your claim.
- Ordering merchandise or debit cards works as simply as clicking on your "shopping cart" and following the program's prompts. You'll find the experience very much the same as ordering products from such sites as Amazon.com



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## Program Rules

1. Eligible products are complete faucets, bathroom accessories such as towel bars, valves, or shower products intended for residential applications. Parts, handles and installation accessories are not eligible, nor are products sold for eSales.
2. GROHE **Circle of Excellence** reserves the right to request any invoices to verify the showroom consultant has made sufficient purchases to receive the reward.
3. Claims can and will be randomly audited. If audited, participants have fourteen days to fax the requested invoices to validate claims. If the invoices are not received within fourteen days the claim will be denied and cannot be re-entered for award points.
4. Sales claims of the current calendar year must be entered at [www.grohecircleofexcellence.com](http://www.grohecircleofexcellence.com) by January 31 of the following year to receive award points.
5. Points earned within one calendar year must be redeemed within the current calendar year and/or following two calendar years. Unused points after two years will be aged and removed from the participant's account.
6. GROHE reserves the right to amend, terminate, or cancel the program at any time. Decisions on the interpretation of program rules by GROHE will be final.
7. All federal, state, and local taxes on program awards are the sole responsibility of each winner.
8. No cash equivalents or substitution of awards.