

## WEBB REWARDS - FREQUENTLY ASKED QUESTIONS

*This document contains basic information in regards to frequently asked questions. For full program details and official rules visit [Official Program Rules](#).*

### **Q. What is the Webb Rewards Program?**

A. The Webb Rewards Program is an F.W. Webb customer program that offers registered customers the opportunity to earn points for qualifying purchases. Participants may redeem points for a wide variety of consumer goods, as well as individual travel from the online catalog of rewards.

### **Q. How does the Webb Rewards Program work?**

A. You must register for one of three programs: (1) Escape<sup>7</sup>, (2) Relax<sup>4</sup>, or (3) Catalog Rewards. Registration for the trip programs is only open through March 31st, 2018 while Catalog Rewards registration is open year round. Once registered, customers will begin earning points for every qualifying purchase they make at F.W. Webb and Frank Webb Home. Points will be awarded on a 1:1 ratio where each dollar spent earns 1 point (ex. A \$1,000 purchase will earn the customer 1,000 points). Depending on which program you are registered for, points can then be redeemed for merchandise, gift cards, trips and more.

### **Q. What products qualify for points?**

A. With a few exclusions, members will earn 1 point for every dollar spent on products at F.W. Webb. Points will NOT be awarded for industrial products, fabrication services, pump repair services, environmental testing, remediation, and consultation services, or special-negotiated job pricing jobs. Visit the official rules page for full program details: [Official Program Rules](#)

### **Q. What are the Webb Rewards Program operating dates?**

A. Webb Rewards will begin February 20, 2018 and run continuously from year-to-year until or unless otherwise announced or modified by F.W. Webb in accordance with the official rules.

### **Q. Who is eligible for the promotion?**

A. All F.W. Webb customers are eligible except for the following: local, state or federal governments; hospitals, nursing homes and other medical or health care facilities; schools, colleges, universities and other educational institutions; manufacturing plants such as food & beverage companies, pharmaceutical companies, and paper mills; industrial process mechanical companies; ski resorts; electrical contractors; power, energy, and utility companies; wholesale business competitors of F.W. Webb; and employees of F.W. Webb. Please contact the Webb Rewards program manager if you have questions about your program eligibility. Also, retail showroom customers who do not hold accounts with F.W. Webb Company are not eligible to participate in Webb Rewards.

**Q. Why do you request my personal information when I enroll?**

A. When enrolling, you will provide us with personal information that will only be used in relation to awarding you points in the program and fulfilling your redeemed points for merchandise as well information needed for Your F.W. Webb account # is required to track your purchases. For tax purposes, your information will be needed in the event we need to issue a 1099 form. It is your responsibility to maintain the accuracy of your contact information through the "Profile" page of this website.

**Q. Can I earn BONUS points?**

A. Throughout the year there will be opportunities to earn BONUS points during product specific promotional periods. During these promotions, you will be awarded additional points for the purchase of qualifying products on top of the standard 1 point you earn for each dollar spent. These BONUS points will be reflected in the following month's statement after the completion of the promotion.

**Q. Can I combine points from multiple accounts?**

A. At registration, you will have the opportunity to list multiple F.W. Webb accounts. The points from all accounts listed will be rolled into one rewards membership. If during the year you open additional F.W. Webb accounts, those will need to be added to your profile page on the website in order to be counted.

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

A. Catalog Rewards: After earning points, login to your personal account on [fwwebbrewards.com](http://fwwebbrewards.com) with the email address you used when enrolling and the password you selected. Once you've successfully logged in, click the "Shopping" tab in the top menu to browse or search the online catalog or click "[My Account](#)" to view available points, awarded points, points spent, and item details on your redeemed points. When you have located the item you wish to redeem points for, you can checkout then or add more items to your online award shopping cart. Then, update or confirm the shipping address and your awards will soon be on their way! Trip Rewards: Once registered, points will be tracked and you will be notified once you have met the point requirement. Details will follow on how to book the travel.

**Q. Do my points expire?**

A. Points can be carried over from year to year and do not expire as long as your F.W. Webb account has been active within the last 18 months. If registered in a trip program, the points cannot be carried over from year to year.

**Q. What happens if I register for a trip program but I don't earn enough points to qualify?**

A. If you register for Escape7 and earn at least 90% of the needed points, you will have the option to buy in for the remaining trip cost. Alternatively, if you do not qualify and do not wish to buy in, your points can be moved to Catalog Rewards with a 25% penalty (75% of your points will be available). If you register for Relax4 and earn at least 90% of the needed points, you will have the option to buy in for the remaining trip cost. Alternatively, if you do not qualify and do not wish to buy in, your points can be

moved to Catalog Rewards with a 25% penalty (75% of your points will be available).

**Q. Do I have to pay taxes on the rewards I receive?**

A. The Registered Partner is responsible for federal, state and local income taxes on all catalog rewards earned. F.W. Webb must complete an IRS form 1099 and send it to you for any year in which your catalog reward earnings are more than \$600. It is suggested that each catalog reward earner consult a tax advisor in regard to reporting the reward income for income tax purposes. Any liability for federal, state or local income tax imposed on any reward earner will be the responsibility of the reward earner and not F.W. Webb or the Program Headquarters.

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

A. Order delivery time always vary; most products are delivered within 7-10 business days.

**Q. What if I need to return a defective product? Or one that I didn't like when I received it?**

A. While logged into your account, contact Award Headquarters via the contact form at [Contact Us](#) for return instructions.

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

A. Login to your award account and click "[My Account](#)" to view available details on your order status.

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

A. Yes, just update the shipping address when completing your order to have awards delivered to a new address.

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

A. While logged into your account, contact Award Headquarters via the contact form at [Contact Us](#).

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

A. If the product is flagged "shipped" on your account ["My Account"](#) page, while logged into your account, contact Award Headquarters via the contact form at [Contact Us](#).

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

A. If the item has already shipped, while logged into your account, contact Award Headquarters via the contact form at [Contact Us](#).

**Q. Where do I obtain warranty information?**

A. Warranty registration forms are typically included in the product packaging.