

Where is my data stored?

Your data is stored in the United States, and you can view our privacy policy here: www.rainbird.com/privacy. You can opt-out of this program by filling out the form located here: www.rainbird.com/privacy

How do I unenroll to Global Rewards?

If you would like to unenroll to the Global Rewards program; it can be done by sending an email to rewards@rainbird.com

What is my Rewards Rebate?

You will receive a 3% rebate after reaching 2,000€ in purchases of Rain Bird products.

Do I earn points on purchases below 2,000€?

You earn points from your first Euro earned, but your points are not available for redemption until you have met 2,000.00€ minimum purchase in a year period.

Can I combine purchases for two years to qualify for points?

No. You cannot combine purchases for multiple years to qualify for points in one year.

How do I submit my Rain Bird purchases to the Rewards program?

As a member of the Rewards Program, it is your responsibility to ensure that your purchases are reported to Rain Bird.

- Ask your distributor to send quarterly reports of your Rain Bird purchases directly to the Rewards Program Office. Please check with your distributor to find out whether they will send in a purchase report for your company.

When can I submit by purchases?

Please submit paid invoices to the Rewards program office within three weeks after the end of each calendar quarter.

Here is a list of reporting dates:

| | |
|-----------------------------------|--|
| 1st Quarter January – March | Please submit invoices by the 2nd week in April |
| 2nd Quarter April – June | Please submit invoices by the 2nd week in July |
| 3rd Quarter July – September | Please submit invoices by the 2nd week in October |
| 4th Quarter October – December | Please submit invoices by the 2nd week in January of the following year. |

You can submit purchases to:
Email: rewards@rainbird.com

How do I track the points I have earned?

You can track your point balance by logging in to your Rewards account and checking on “[My Current Point Balance](#)”. You can also send an email to rewards@rainbird.com to obtain your point balance.

Do points expire?

~~Points expire at the end of the second calendar year following the year in which they are earned. For example, points earned at any time during 2023 will expire and be of no further use after December 31, 2025. The number of points you have that will expire are clearly identified on the Rewards website.~~

Points are valid until December 31 of the year following their credit to the account. After this period, unprocessed points are automatically lost.

What will happen to my points I had already earned?

Points earned in a previous program will be reinstated and/or carried over for you to enjoy and not miss out on your Rewards.

How long will my old program points be available?

They will be fully active for a year to use.

May I transfer or sell my points to another individual?

No. Your points may not be transferred, bartered, sold or combined with any other person's account.

Can I pay my distributor account balance with points?

Yes. It's one of the most valuable ways to redeem your points. You can redeem your points for a Distributor Credit.

Can I use my points to pay for a Rain Bird Training Services Class?

Yes. As a Rewards member you receive a 20% discount on [Training Services classes](#). Please use the promotional code **REWARDS2023** to receive your discount when registering for a class.

When you register for a class through Rain Bird Training Services you will be asked for Rewards member ID number and another form of payment. Rewards Points will be deducted from your Rewards account first and then the other form of payment (ex: credit card) will be used to pay any remaining balance.

What can I get with my points?

There are so many possibilities – from awards that you can use for your business, like training, and credit at your local distributor – to awards you can use just for fun, gift cards, clothing, and electronics.

When will merchandise be available?

A large selection of merchandise will be available 2-3 months after the launch of Global Rewards. The selection of merchandise will be the largest in the industry.

How do I select and order merchandise?

We make it easy to redeem your points. Click on “Shopping” and click on the reward and follow the steps to place your order. Once you place your order, your point balance will reflect the debit for your

order. All point values include shipping and handling charges.

Can I purchase merchandise valued at higher than my available points?

No, you cannot order merchandise that exceeds your available points.

Is the information submitted on the site secure?

Yes, all the information submitted is transmitted via a secure connection.

When will I receive the Merchandise from my order?

Please allow 4-6 weeks for delivery. Orders may come in multiple shipments. Customization of certain items may take an additional 2 weeks. For specific questions on delivery once orders have been placed, please contact customer service via email at werecognize@halo.com

Who do I contact if I have not received my reward within the time indicated?

Contact customer service via email at werecognize@halo.com

Can I cancel my order after it has been submitted via the website?

To change or cancel an order after it has been submitted, you must contact customer service at werecognize@halo.com. If your order has not yet shipped, the order will be cancelled, and points will be credited to your account. If the item has shipped, you will need to receive the item first, then contact customer service at werecognize@halo.com within 25 days to receive instructions for returning your reward. You can log on to www.rainbird.com/rewards or contact werecognize@halo.com to order a new reward once your points have been credited to your account (depending on the status of your shipment as stated above).

What is the return policy?

If an item is received damaged or you would like to return it, please contact customer service at werecognize@halo.com within 7 days of receipt, to arrange a return. After 30 days, the manufacturer's warranty will apply for any damaged returns. Points will be credited to accounts and available within 2-3 business days after returned merchandise is received by customer service. If you wish to return an item for other reasons, please note there will be a 15% restocking fee assessed to your account. Gift cards cannot be returned once they have shipped.

Who do I contact about a recent order or how do I contact Customer Service?

If you have recently placed an order for Distributor Credit or Training, please contact Rewards at rewards@rainbird.com. Please have your Member ID and order number and include this information in your email. If you have placed an order for lifestyle merchandise, travel or gift cards, please email us at werecognize@halo.com

Who do I contact for general questions or how do I contact Customer Service?

For questions about general program information such as how you earned your points or for questions pertaining to your Distributor purchases, please email us at rewards@rainbird.com. Please have your Member ID and order number and include this information in your email.

How do I first access to my Global Rewards account?

You must visit www.rainbird.com/globalrewards and select “Forgot password” option, you will need to enter email associated with your Rewards account and click on “Get New Password”. You will receive a recovery password email, follow the steps to change the password, then you will be prompted to change your username, which it can't not be longer an email, it must be alphanumerical (numbers and letters only). After you have successfully changed your username and password, then go back to www.rainbird.com/globalrewards and log in using your new credentials.