

CONTRACTOR

T E R M S & C O N D I T I O N S



As a contractor participating in the Ruud® Pro Partner™ Program, I understand and agree to the following Terms & Conditions and program details in their entirety by completing the enrollment process for the Pro Partner Program.

I understand and agree that as a Ruud Pro Partner I am responsible for:

- Meeting the minimum program requirements as defined in the Annual Contractor Program Requirements
- By meeting the minimum program requirements, I understand that I can be enrolled automatically for the next year's program by my distributor. If I do not wish to enroll, I must let my distributor know I wish to opt out
- I understand that my membership is subject to termination, at our sole discretion, if I do not meet the minimum program requirements annually as defined in the Annual Contractor Program Requirements; I violate the Ruud Heating & Cooling Internet Policy or Ruud Heating & Cooling Brand Guidelines for Advertising and Promotional Materials; or the program is discontinued
- I understand that the terms for my participation in the program are subject to annual review and revision based on my:
 - Total Residential Product Sales – Sales of all Ruud residential equipment
 - Top Tier Product Mix – Mix of Ruud top tier residential equipment
 - Year-Over-Year Growth – Increase in sales growth of Ruud equipment from prior year
 - Consumer Online Reviews – Total annual consumer ratings and reviews based on the Online Ratings & Reviews Program
 - Ruud Training – Total annual trainings completed
 - Program Participation – Total annual programs enrolled and participating in (i.e. Residential KwikComfort® Financing, Ruud Rebates & Promotions, etc.)
- I further agree that, as a Ruud Pro Partner, I will follow the program rules and regulations set forth in the Contractor Pro Partner Program Guide and these Terms & Conditions
- I understand by being in the Pro Partner program I will be automatically opted into receiving Pro Partner communications from Ruud and select vendor partners of Ruud

- I understand that I am an independent contractor and that I am not authorized to represent myself as or act as an agent or employee of Ruud
- For promotions, I understand that if I am enrolled in the Pro Partner program prior to March 31, 2023, I will receive full program benefits back to January 1, 2023; If I am enrolled April 1, 2023 through November 15, 2023, I will only receive program benefits back to the first day of the month I was enrolled

Annual Contractor Program Requirements

- Must be in good standing with the distributor as determined by the distributorship
- Maintain high-performing Ruud annual product sales, with annual purchases¹ made up of at least 60% Ruud residential products²
- Maintain high-level customer service and satisfaction, as demonstrated by a four-star rating on the Online Ratings & Reviews Program via a minimum of 30 customer review submissions per year
- Remain committed to continuing industry education / training, including completing a minimum of 10 continuing education hours, collectively in the business, each year (this includes Ruud online, in-class courses and conference courses as well as certain industry courses)

¹Purchase minimum defined by distributor. ²Any single-phase residential equipment installed in a residential application—including single-family dwellings—which includes apartments, condominiums, duplexes and homes.

Pro Partner Ratings & Reviews Terms are as follows:

- Pro Partners agree to respond to reviews appropriately
- Pro Partners agree that they understand that we will not alter customer reviews simply based on dissatisfaction by the contractor
- Reviews will be audited and monitored by us; any inappropriate content by the reviewer or contractor will be prohibited and removed

Additional Terms

The Pro Partner Program is currently open only to Ruud HVAC distributors and Ruud contractors in the United States.

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RUUD® USA

5600 Greenwood Rd

Fort Smith, AR 72908

My.Ruud.com

Not Available in Canada.

In keeping with its policy of continuous progress & program improvement, Ruud reserves the right to make changes without notice.

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