

# Loyalty Rewards



## HOW ARE A-PLUS LOYALTY REWARDS POINTS EARNED?

Members receive A-Plus Points in the amount of 2% of your total monthly Sherwin-Williams liquid paint purchases. A-Plus Points accrue each month into your A-Plus account.

## HOW MUCH ARE A-PLUS POINTS WORTH?

One A-Plus Point is equal to One Dollar (US or Canadian). A-Plus Loyalty Reward Points do not equate to legal tender and cannot be used to pay for paint purchases.

## HOW ARE A-PLUS LOYALTY REWARDS POINTS REPORTED?

Branch customer: Through the Sherwin-Williams Branch system, A-Plus Points are reported automatically into your A-Plus account based on 2% of your total monthly Sherwin-Williams liquid paint purchases.

Jobber customer: Jobbers must submit a completed Jobber Report of Sales with copies of paint purchase invoices. A-Plus Points are entered manually into your A-Plus account based on 2% of your total monthly Sherwin-Williams liquid paint purchases. Reminder Jobber Report of Sales must be submitted within 45 days from the end of each quarter or points will be forfeited.

## WHERE ARE A-PLUS POINTS BALANCES FOUND?

Instructions on how to locate A-Plus Points balance can be found at [www.swaplus.com](http://www.swaplus.com) under the Loyalty Rewards Points section. Log onto the Sherwin-Williams Automotive website at [www.sherwin-automotive.com](http://www.sherwin-automotive.com) and entering your user id and password.

## HOW CAN A-PLUS POINTS BE USED?

A-Plus Points should be used for a direct reinvestment into your business. A-Plus Network members may purchase goods or services from an Approved A-Plus Vendor that is listed on the back of the "A-Plus Loyalty Rewards Points Redemption Form."

## HOW ARE A-PLUS POINTS REDEEMED?

For redemption purposes, A-Plus members are reimbursed \$1 dollar (US or Canadian) for each A-Plus Point claimed. Redemption of A-Plus Points can be submitted for purchase of good or services after the A-Plus Network member submits payment to the vendor. The A-Plus Network member then forward a copy of the vendor's detailed invoice along with a signed copy of the "A-Plus Loyalty Rewards Points Redemption Form" to the A-Plus Program Manager for reimbursement.

## WHERE ARE THE DETAILED INVOICES AND COMPLETED REDEMPTION FORMS SENT?

### Fax or mail to:

A-Plus Program Manager – A-Plus Points  
4440 Warrensville Center Road  
Warrensville Hts., OH 44128  
Fax Request to: 216-263-1595

## HOW LONG DOES THE REDEMPTION PROCESS TAKE?

Upon approval of your redemption: A-Plus Branch customers will receive credit adjustment at the end of the month from your servicing branch. The credit adjustment will be listed on your monthly Sherwin-Williams A/R statement.

A-Plus customer serviced by a Jobber will be issued a reimbursement check within 4-6 weeks only if the submission of Jobber Report of Sales and Paint Purchase Invoices are current.

## HOW SOON DO INVOICES NEED TO BE SUBMITTED FOR REDEMPTION?

All Invoices must be submitted for reimbursement within 6 months from the date of purchase—invoices older than 6 months are not eligible for redemption. (Invoices can only be submitted once).

## WHEN DO POINTS EXPIRE?

Please note that A-Plus Loyalty Reward Points earned within a calendar year are only valid 14 months. (Example: Points earned from Jan 1-Dec 31, 2008 will expire on February 28, 2010) Once the points have expired they are automatically removed from the system and cannot be retrieved or credited back.

## A-Plus™ Network Loyalty Reward Points

A-Plus Loyalty Rewards Points is our way of giving back to our members for purchasing Sherwin-Williams Automotive Finishes products.

If you should have any additional questions regarding your A-Plus Loyalty Reward Points, need your user id or password, please contact the A-Plus Network Hotline at 1-800-386-3881 or contact Fran Schaefer, SW A-Plus Program Specialist at 216-332-8524.



**SHERWIN-WILLIAMS.**  
Automotive Finishes

4440 Warrensville Center Road  
Warrensville Heights, OH 44128  
1-800-386-3881

[www.swaplus.com](http://www.swaplus.com)