

Frequently Asked Questions

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1.0 Program Introduction

1. **When does a program year in Partner Rewards begin and end?**
   The Partner Rewards program year starts on January 1 and ends on December 31.

2. **Who is eligible to participate in the Partner Rewards program?**
   All active U.S. customers can participate, excluding distributors, and national accounts.

3. **How do I join the Partner Rewards program?**
   As long as you have a SnapAV.com login, once the 30,000-point threshold is met, the Bronze level, you are automatically enrolled in the program and placed at that level. You can continue to move up in the program by accumulating points to reach higher reward levels. No sign-up is required.

2.0 Reward Levels and Thresholds

1. **When do I start receiving the benefits of my reward level?**
   If you reach a new level in the Partner Rewards program, please allow up to three business days for the level change to occur on your account and to receive the benefits of your new level.

2. **Can I move up a level during the program year?**
   Yes, if you accumulate enough points to reach a higher level threshold, you will be moved up and begin receiving the benefits at that level. Please allow three business days for the level change to occur.

3. **Can I move down a level during the program year?**
   No, you cannot move down from your current level until the next program cycle begins. The program year ends on December 31. Your level in the program for the upcoming year is determined by your total points earned in the previous program year.

4. **How long do I maintain my Partner Rewards level?**
   You maintain your level by achieving your point goal during the program year - which ends on December 31. Your reward level and benefits are locked in for the full duration of the program year.

5. **How is my level placement in the Partner Rewards program determined?**
   Your level is determined by the total number of points across all Partner Rewards eligible business units your account earns in the previous program year. Your account is placed at the level threshold that your points earned.

Partner Rewards Level Thresholds



2026 Levels	Bronze	Silver	Gold	Platinum	Diamond
Annual Points Threshold	30K pts.	130K pts.	425K pts.	850K pts.	1.9 Million pts.
Rewards Pricing Discount*	-	4%	6%	8%	10%
Quarterly Rebate Eligible†	-	✓	✓	✓	✓
Free Shipping †† (excludes floor-standing racks and projector screens)	✓	✓	✓	✓	✓
Product Feedback Calls	✓	✓	✓	✓	✓
Additional Training Opportunities	✓	✓	✓	✓	✓
Premium Tech Support	-	-	✓	✓	✓
$1,000 Employee Product Credit §	-	-	-	✓	✓

3.0 Program Points

1. **Do I need to sign up for Partner Rewards to start earning points?**
   No, you are automatically enrolled as soon as you meet the lowest point threshold for the Bronze level at 30,000 points. You must have a SnapAV.com login to begin earning points. Once you have a login you will begin earning points in the program.

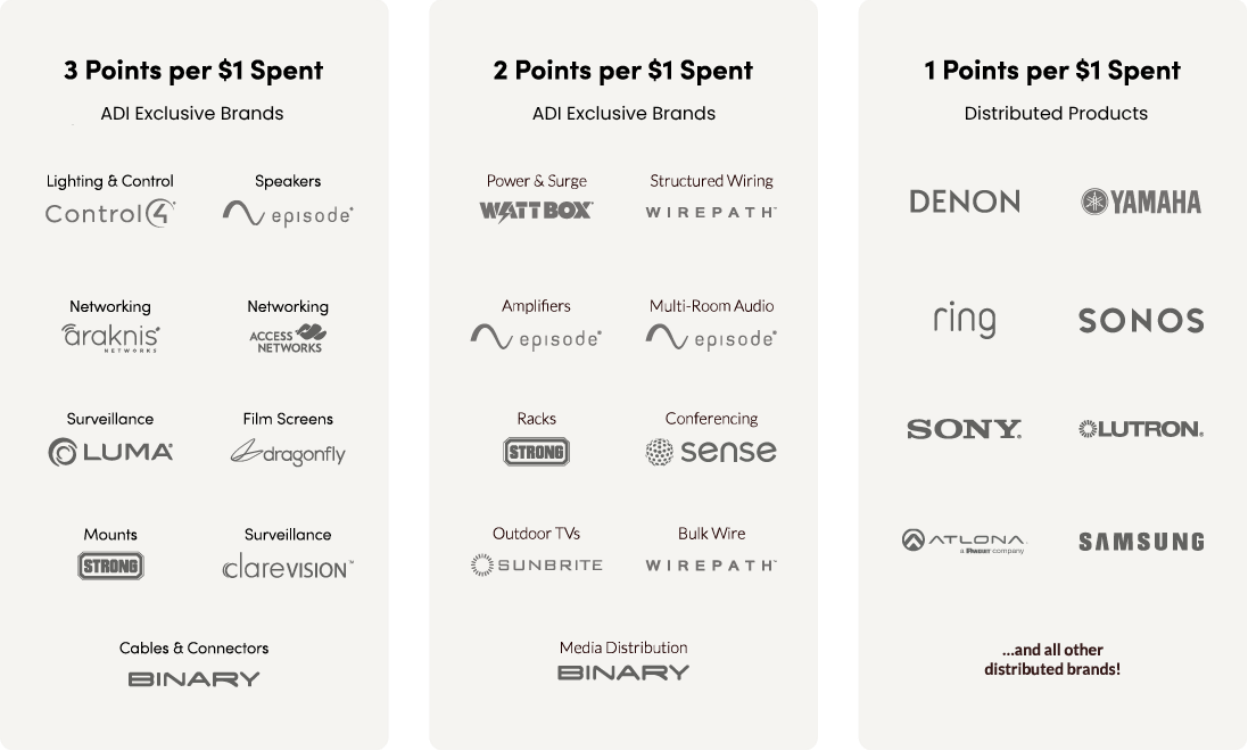
2. **How long does it take for my points to reflect on my account?**
   Points will reflect on your account 24-48 hours after a purchase has been invoiced.

3. **Do my purchases at legacy Snap One Partner Stores count toward my program points?**
   Yes, all applicable purchases made at our legacy Snap One Partner Stores count toward your reward points.

4. **What is considered a Partner Rewards Eligible Business Unit?**
   Only purchases of products made via Partner Rewards eligible business units will count for points in the Partner Rewards program. Partner Rewards eligible business units include SnapAV.com and legacy Snap One Partner Stores. Products that are not purchased at a Partner Rewards eligible business unit will not count for points in the Partner Rewards program.

5. **Do my purchases at legacy ADI locations count toward my program points?**
   Purchases of ADI Exclusive Brands made at legacy ADI locations count toward your reward points.

Points and Product Categories



6. **What are ADI Exclusive Brands?**
   ADI Exclusive Brands include Access Networks, ADI Pro, Araknis, ARCC, AVARRO, Binary, Capture, Clare, ClareVision, Control4, Dragonfly, Episode, Luma, Nearus, OvrC, Pakedge, Sense, Strong, SunBrite, Triad, UltraTech, Visualint, WattBox, Wirepath.

7. **What distributed products earn points in the program?**
   All distributed products purchased from an eligible business unit count for at least one point for every $1 spent on that product in the Partner Rewards program. Distributed products must be purchased from a Partner Rewards eligible business unit to count for points in the program. Distributed products purchased from legacy ADI locations do not earn points in the Partner Rewards program.

8. **What are distributed products?**
   Distributed products are products that are not manufactured by ADI, Control4, Access Networks, or Clare. Products such as Sonos, Yamaha, Lutron, BenQ, and Atlona are all examples of distributed products.

9. **How can I track my points and status in the program?**
   Your total accumulated points and status in the program are available on the SnapAV.com homepage rewards dashboard. They will also be sent via email or can be accessed by reaching out to your ADI contact.

10. **Do my points in the program reset?**
    Yes. Your points in the program will reset every program year.

11. **Where can I find point values for products and categories?**
    Point values are listed on the product pages on SnapAV.com. Point values can also be found on the Partner Rewards program pages.

4.0 Reward Pricing Discounts

1. **What reward levels are eligible to receive a reward pricing discount?**
   The Silver, Gold, Platinum, and Diamond levels are eligible to receive a reward pricing discount on applicable ADI Exclusive Brand categories, which can be seen on page 8.

2. **What ADI Exclusive Brand product categories do not receive a rewards pricing discount?**
   Bulk Wire, Comfort, Control, Racks, Intrusion, Lighting, and Outdoor TVs do not receive a discount.

3. **Do I receive a reward pricing discount on my distributed product purchases?**
   No. Distributed products are not eligible to receive a reward pricing discount.

5.0 Quarterly Rebates

1. **What is the period for earning a rebate?**
   If a rebate is earned, rebates are earned and paid out on a quarterly basis.

2. **Who is eligible to receive a rebate?**
   Customers at the Silver level and above are eligible to earn a quarterly rebate. Your account must be in good standing to be rebate eligible.

3. **What are the terms of earning a rebate?**
   Rebate eligible customers at the Silver level and above must meet a point threshold every quarter to earn a rebate. The quarterly thresholds and rebate percentages are below. If your account is not up to date 30 days past quarter end, the rebate payout will be forfeited.

Quarterly Rebate

	Quarterly Points	Rebate %
2026 Quarterly Rebates for Silver, Gold, Platinum, and Diamond Customers	30K	1%
	110K	2%
	215K	3%
	320K	4%
	525K	6%
	775K	8%

4. **What determines the rebate percentage I earn?**
   If you are eligible to receive a rebate, the total number of points acquired in a quarter determines the rebate percentage earned for a quarter.

5. **Do I receive a rebate for my distributed product purchases?**
   No, purchases of distributed products do not earn a rebate. However, distributed product purchases can help earn you points toward reaching a rebate threshold.

6. **How will I receive my rebate?**
   Customers in the United States will receive their rebate via a mailed check. The rebate check is mailed to your billing address on file. Please allow 6-8 weeks following the end of the quarter to receive your rebate.

7. **I want to change the mailing address to which my rebate check will be mailed, who should I contact?**
   Rebates will be mailed to your address on file. To update your address, please call 866-424-4489. Please note changing your address in our system, means changing your address for all mail, and not just for a Partner Rewards rebate check.

8. **Does my rebate count against my annual points earned?**
   No, your rebate amount does not count against your points earned.

9. **Which ADI Exclusive Brand products do not receive a rebate?**
   Outdoor televisions manufactured by ADI do not count toward your rebate. See the chart on page 8 for more information.

10. **Does my account have to be active and in good standing to receive my rebate?**
    Yes, your account needs to be active and in good standing to receive your rebate.

11. **I am in a complimentary level, do I receive a rebate?**
    No, customers in complimentary levels are not eligible to receive a rebate.

6.0 Free Ground Shipping

1. **Am I eligible for free ground shipping in the Partner Rewards program?**
   Customers at the Bronze level or higher who are located in the continental United States are eligible for free ground shipping. Customers in Hawaii, Alaska, and outside of the continental United States do NOT qualify for free shipping. In addition, free shipping may not apply to all purchases made at legacy Snap One Partner Stores; if you have additional questions about free ground shipping in the Partner Rewards program, please contact your legacy Snap One Partner Store for more information. Floor-standing racks and projector screens (motorized and non-motorized) are subject to a fee per item purchased. To read more about our shipping policies click here.

Category Benefit Breakdown

Category	Points Per $1	Counts Toward Annual Earn / Quarterly Rebate Thresholds	Free Shipping	Rebate Eligible	Price Discount Eligible
ACCESS NETWORKS, ARAKNIS, OVRC - Networking & Remote Management	3 Points	✓	✓	✓	✓
CLAREVISION, LUMA, VISUALINT - Surveillance		✓	✓	✓	✓
STRONG - Mounts		✓	✓	✓	✓
BINARY - Cables & Connectors		✓	✓	✓	✓
DRAGONFLY - Film Screens		✓	✓	✓	✓
EPISODE, TRIAD - Speakers		✓	✓	✓	✓
CONTROL4 - Lighting		✓	✓	✓	x
CONTROL4 - Control		✓	✓	✓	x
ADI PRO - Cables & Connectors		✓	✓	✓	x
AVARRO - Mounts		✓	✓	✓	x
CAPTURE, ULTRATECH - Networking		✓	✓	✓	x
WATTBOX - Power & Surge	2 Points	✓	✓	✓	✓
WIREPATH - Structured Wiring		✓	✓	✓	✓
TRIAD, EPISODE - Amplifiers		✓	✓	✓	✓
EPISODE - Multi-Room Audio		✓	✓	✓	✓
SENSE - Conferencing		✓	✓	✓	✓
TRIAD - Streaming Audio		✓	✓	✓	✓
BINARY - Media Distribution		✓	✓	✓	✓
WIREPATH - Misc, Tools, R&R		✓	✓	✓	✓
CONTROL4, DS2, CLAREONE - Intrusion		✓	✓	✓	x
CONTROL4 - Comfort		✓	✓	✓	x
STRONG - Racks*		✓	✓	✓	x
WIREPATH - Bulk Wire		✓	✓	✓	x
SUNBRITE - Outdoor TVs		✓	✓	x	x
ADI PRO, AVARRO - Structured Wiring		✓	✓	✓	x
ADI PRO, AVARRO - Racks		✓	✓	✓	x
ADI PRO - Bulk Wire		✓	✓	✓	x
ULTRATECH - Power & Surge		✓	✓	✓	x
AVARRO - Indoor TVs	1 Point	✓	✓	x	x
All Distributed Products (Sony, SONOS, Lutron, etc...)		✓	✓	x	x

*Floor Standing are excluded fro free shipping.

7.0 Additional Program Benefits

7.1 Product Feedback Calls

1. **What are Product Feedback Calls? Am I eligible to receive this benefit?**
   Product feedback calls are an opportunity to communicate with product leaders and provide feedback on products. Members of Product Leadership will host interactive panels to discuss certain product categories and SKUs.

7.2 Additional Training Opportunities

1. **What are Additional Training Opportunities? Am I eligible to receive this benefit?**
   Partner Rewards members will be invited to take part in exclusive training opportunities available to Partner Rewards members only.

7.3 Premium Tech Support

1. **Am I eligible to receive Premium Tech Support in the program? How can I access Premium Tech Support?**
   Premium Tech Support is available for Gold, Platinum, and Diamond customers. We will provide a phone number to eligible customers to skip the queue and speak to a Premium Tech Support team member.

2. **How can I access weekend Tech Support in the program?**
   Weekend Tech Support is available for Gold, Platinum, and Diamond customers on Saturday and Sunday from 10 a.m. – 3 p.m. EST.

7.4 $1,000 Employee Product Credit

1. **How does the $1,000 Employee Product Credit benefit work?**
   The $1,000 employee product credit is loaded to the eligible customer's account at the beginning of each program year. Employee product credit can be redeemed by placing a call to our Customer Support team.

2. **Will I receive the $1,000 employee product credit if I move up to the Platinum or Diamond level in the program after the beginning of the program year?**
   No. Only customers placed in the Platinum or Diamond level when levels are initially announced at the beginning of the program year in January will have the $1,000 employee product credit loaded into their account. Eligible customers will only receive this employee product credit one time during a program year.

3. **When I use the $1,000 employee product credit, will it count against annual program points?**
   No, the employee product credit does not count against annual points.

4. **Is the $1,000 employee product credit amount dependent on the number of employees?**
   No. The $1,000 employee product credit benefit is loaded once to the account. This is a one-time load and does not change or vary based on the number of employees.

5. **When does the employee product credit benefit expire?**
   The $1,000 employee product credit benefit expires on the last day of every program year on December 31.

8.0 Customer Information

1. **I am a Certified Showroom Dealer. Does the Partner Rewards program affect my status in the Certified Showroom Dealer program?**
   As a current Certified Showroom Dealer, the Partner Rewards program does not impact your status. If you have any questions about your Partner Rewards status, please email us at SPOPartnerRewards@ADIGlobal.com.

2. **I am currently not in the Partner Rewards program. Am I eligible?**
   All customers are eligible to participate in the Partner Rewards program if the customer has a SnapAV.com login (excluding distributors, and national accounts).

3. **I have a SnapAV.com login. How can I participate in the Partner Rewards program?**
   Customers who reach the minimum point threshold of 30,000 points in the Partner Rewards program, the Bronze level, are automatically enrolled in the program at that level.

4. **How can I track my status and progress in the Partner Rewards program?**
   Progress and status in the program can be found on the homepage dashboard on SnapAV.com. Additional status information can be found on the Account Summary page under Rewards Status.

5. **My invoices from legacy Snap One Partner Stores are not showing up under recent orders on my homepage dashboard on SnapAV.com. How do I know if my orders are counting toward the program?**
   Invoices from legacy Snap One Partner Stores or legacy ADI locations will not show on the SnapAV.com homepage dashboard. Purchases at legacy Snap One Partner Stores and legacy ADI locations are included in the point totals that are reflected on the homepage.

9.0 Account Management

1. **How can I ensure that all my accounts are linked and that my purchases are counting towards the program?**
   If you shop from multiple places with us, all purchases go towards your points in the program. If you have questions about your account, please contact your ADI Contact.

2. **What can I do to make sure my accounts are linked in the program?**
   Please reach out to your ADI Contact or our Customer Support team. Once provided with account information, our team can look up your account information.

3. **Is there one place I can check my status across all my accounts?**
   You can check your status in the Partner Rewards program on the SnapAV.com homepage dashboard.

10.0 Homepage Dashboard

1. **What is the homepage dashboard?**
   You can see your progress and track your status in the Partner Rewards program on the homepage dashboard located on SnapAV.com.

2. **What does the "Exclusive Next Level" section of the dashboard mean?**
   The Exclusive Next Level section on the homepage dashboard highlights some of the benefits at the next tier level in the program.

3. **What is the status circle in the middle of my dashboard?**
   The status circle in the middle of the dashboard shows the Total Points needed to reach the next tier level. The Total Points number (top) will not change; the only number that will change is the percentage in blue. That percentage will show you your progress toward the next tier level. The higher the percentage, the closer you are to the next tier level in the Partner Rewards program!

4. **What does the status bar in the upper righthand corner represent?**
   This status bar represents the Partner Rewards program year.

5. **What does YTD Points mean?**
   YTD Points means Year-to-Date Points. This shows how many points your account has accumulated in the program to date.

6. **What does YTD Savings mean?**
   YTD Savings means Year-to-Date Savings by being a member of the Partner Rewards program.

7. **What does QTD points mean?**
   QTD Points mean Quarter-to-Date Points. This shows how many points you have earned in the current quarter. Points in this section will reset to zero at the beginning of every quarter, but your total number of points will be reflected in the YTD section of your dashboard.

8. **What does QTR End Date mean?**
   QTR End Date means Quarter End Date. This shows when the current quarter ends.

11.0 Miscellaneous FAQs

1. **Who do I contact if I have more questions about the program?**
   You can reach out to your ADI contact, email us at SPOPartnerRewards@ADIGlobal.com or reach out to our Customer Support team at 866-424-4489.

2. **At what business units can I earn points in the Partner Rewards program?**
   Purchases of products made via Partner Rewards eligible business units will count for points in the Partner Rewards program. Partner Rewards eligible business units include SnapAV.com and legacy Snap One Partner Stores.

3. **Are the C4 Dealer Locator status and Partner Rewards status the same?**
   No. The Control4 Dealer locator is separate from the Partner Rewards program.

4. **When must my purchase invoice to count towards a program year?**
   Purchases must invoice within the program year, between January 1 and December 31, to count towards that program year. Points for purchases that invoice after December 31 in the new year will count toward the new program year in Partner Rewards.

**Reward discount pricing begins at the Silver level. Bulk Wire, Comfort, Control, Racks, Intrusion, Lighting, Outdoor TVs, and distributed products are not eligible for a reward pricing discount.*

†Customers in Hawaii, Alaska, and outside of the continental United States do NOT qualify for free shipping. In addition, free shipping may not apply to all purchases made at legacy Snap One Partner Stores; please contact your location for more information. Floor-Standing Racks and projector screens (motorized and non-motorized) are subject to a one-time flat fee per purchase order.

†† Customers in the Silver level and higher are eligible to receive a quarterly rebate. Quarterly point thresholds must be met to earn a rebate. SunBrite and distributed product purchases do not earn a rebate unless specifically noted. Rebates will be issued in the form of a check and mailed to a customer's billing address 6-8 weeks after the quarter ends. Customer's account must be active and in good standing to receive a rebate.

§ Customers in the Platinum and Diamond levels are eligible to receive a $1,000 employee product credit. The $1,000 employee credit will be loaded to a customer's account once a year. The credit will be loaded at the beginning of the program year. Customers must be Platinum or Diamond levels at the beginning of the program year. Credit can be redeemed by calling our Customer Support teams.