



Domestic Program  
Frequently Asked Questions

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## 1.0 Program Introduction

### What is happening with the launch of the new, Partner Rewards program?

As we merged and became Snap One, we wanted to create an all-encompassing program that rewards you for all your purchases no matter where you shop, in-store or online.

#### This includes all purchases from:

##### WEB PORTALS:

- Snap One Portal (SnapAV.com)
- Control4
- Triad
- Pakedge

##### WEB PORTALS & LOCATIONS:

- Volutone
- MRI
- CPD
- Allnet

#### 1. When does the new Partner Rewards Program launch?

The program launches on January 31, 2022.






#### 2. What is the Partner Rewards Program year timeline for 2022?

The program is live and operating on January 31, 2022 and runs through December 31, 2022. Purchases from January 1 - January 30, 2022 will be converted into points and will be visible on the Snap One portal dashboard at launch.

#### 3. When will I learn what level I will be when the program launches on January 31?

You will be emailed early January with more details on your anticipated level in the program.

#### DOMESTIC PROGRAM BENEFITS:

					
Level	Bronze	Silver	Gold	Platinum	Diamond
Annual Points Threshold	30K pts.	120K pts.	400K pts.	800K pts.	1.8 Million pts.
Rewards Pricing Discount*	-	4%	6%	8%	10%
Quarterly Rebate Eligible†	-	✓	✓	✓	✓
Free Shipping‡	✓	✓	✓	✓	✓
Product Feedback Calls	✓	✓	✓	✓	✓
Additional Training Opportunities	✓	✓	✓	✓	✓
Expedited Advanced Replacement	-	-	✓	✓	✓
Premium Tech Support	-	-	✓	✓	✓
\$1,000 Employee Product Credit§	-	-	-	✓	✓
Exclusive Partner Events	-	-	-	-	✓

\*ALL PROGRAM DISCLAIMERS CAN BE FOUND ON PAGE 11 AT THE END OF THE FAQ.

**Why did we switch to a point-based program?** We're moving to a point-based program so we can reward you on every purchase, no matter what you buy or where you buy it.

**Your purchases on ALL products, both Snap One-Manufactured and distributed products, count toward points:**

<b>3 Points per \$1 Spent</b> Snap One-Manufactured Products	<b>2 Points per \$1 Spent</b> Snap One-Manufactured Products	<b>1 Point per \$1 Spent</b> Distributed Products
Lighting Control4	Power & Surge WATT BOX	DENON
Control Control4	Structured Wiring WIREFATH	YAMAHA
Networking araxis	Amplifiers episode	ring
Speakers episode	Multi-Room Audio episode	SONOS
Surveillance LUMA	Racks STRONG	SONY
Surveillance Visualint	Conferencing sense	LUTRON
Mounts STRONG	Outdoor TVs SUNBRITE	ATLONA
Film Screens dragonfly	Bulk Wire WIREFATH	SAMSUNG
Cables and Connectors BINARY	Media Distribution BINARY	...and all other distributed brands!

## 2.0 Reward Levels and Thresholds

### 1. Who can participate in Partner Rewards?

All active U.S. Partners can participate, excluding distributors, and national accounts.

### 2. Will I be eligible for the program?

Your eligibility in the new Partner Rewards program is dependent on your purchases from February 1, 2021, to January 31, 2022, and where you make purchases. You must have a legacy Control4 or Snap One log-in to participate in the new program.

### 3. When will I know if I am eligible for the program or if I will remain in the program?

You will be sent your anticipated level details early January via email and can reach out to your Snap One contact for specific questions about your purchases and status.

**4. If I am not eligible when the program launches in January, can I still join Partner Rewards in 2022?**

Yes. Once the 30,000–point threshold is met, the Bronze level, you will automatically be enrolled in the program and placed at that level. You can continue to move up in the program by accumulating points to reach the higher reward levels.

**5. When would I start receiving the benefits of my level?**

Your new benefits will begin January 31, 2022. Once the program has begun, if you reach a new level in the Partner Rewards program, please allow up to three business days for the level change to occur so you can receive the benefits of your new level.

**6. Can I move up a level during the program year in 2022?**

Yes, if you accumulate enough points to reach a purchase 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.

**7. Can I move down a level during the program?**

No, you cannot move down from your current level until the next program cycle begins. The program year ends December 31, 2022. Your program year level for 2023 will be determined by your total points earned in 2022.

**8. How long do I maintain my Partner Rewards level?**

By achieving your point goal during the program year that ends December 31, 2022. Your reward level and benefits are locked in for the full duration of the program year.

### **3.0 Program Points**

**1. Do I need to sign up for this program to start earning points?**

No, you will be automatically enrolled as soon as you meet the lowest point threshold for the Bronze level at 30,000 points.

**2. Will my purchases at Snap One Partner Stores count toward my program points?**

Yes, all applicable purchases made at our local branches will count toward your reward points. Purchases made at Allnet, Custom Plus Distributing (CPD), MRI, and Volutone will earn points in the program.

**3. What are Snap One–Manufactured products?**

Snap One–manufactured products are brands that are manufactured by Snap One, Control4, Triad, and Pakedge.

**4. What distributed products will earn points in the program?**

All distributed products will count for at least one point for every \$1 spent on that product in the new Partner Rewards program.

**5. What are distributed products?**

Distributed products are products that are not manufactured by Snap One or Control4. Products such as Sonos, Yamaha, Lutron, BenQ, and Atlona are all examples of distributed products.

**6. How will I track my points and status in the new program?**

Your total accumulated points and status in the program will be available on the Snap One homepage rewards dashboard. They will also be sent via email or can be accessed by reaching out to your Snap One contact.

**7. Where will I be able to find point values products and categories?**

Starting January 31, 2022, point values will also be listed on the product pages on the Snap One portal. In addition, a file with a full list of SKUs with assigned point values will be provided.

**8. How will I know how many points my purchases are worth?**

Point values are determined by categories which can be seen here:

Category	Points Per \$1	Counts Toward Annual Earn / Quarterly Rebate Thresholds	Free Shipping	Rebate Eligible	Price Discount Eligible	
ARAKNIS, PAKEDGE, OVRC - Networking & Remote Management	3 Points	✓	✓	✓	✓	
LUMA, VISUALINT - Surveillance		✓	✓	✓	✓	
STRONG - Mounts		✓	✓	✓	✓	
BINARY - Cables & Connectors		✓	✓	✓	✓	
DRAGONFLY - Film Screens		✓	✓	✓	✓	
EPISODE, TRIAD - Speakers		✓	✓	✓	✓	
CONTROL4 - Lighting		✓	✓	✓	X	
CONTROL4 - Control		✓	✓	✓	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 - Intrusion		✓	✓	✓	X	
CONTROL4 - Comfort		✓	✓	✓	X	
STRONG - Racks		✓	✓	✓	X	
WIREPATH - Bulk Wire		✓	✓	✓	X	
SUNBRITE - Outdoor TVs		✓	✓	X	X	
All Distributed Products (Sony, SONOS, Lutron, etc...)		1 Point	✓	✓	X	X

## 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 Snap One-manufactured brand categories which can be seen above on Page 4.

### 2. What Snap One-Manufactured product categories do not receive a reward pricing discount?

Bulk Wire, Comfort, Control, Racks, Intrusion, Lighting, and Outdoor TVs do not receive a discount. In addition, distributed products are not eligible for reward discounts.

### 3. Will I receive a reward pricing discount on my distributed product purchases?

No. Distributed products are not eligible to receive a reward pricing discount.

### 4. I currently don't shop on the Snap One portal. Will my reward pricing discount be available if I shop at a Snap One Partner Store or the Control4 Dealer Portal?

Yes, if you have a Snap One log-in and activated account – reward pricing discounts will be available wherever you choose to do business with us and will be loaded onto your account. Programmatic status will be available on the Snap One portal.

## 5.0 Quarterly Rebates

### 1. What will be the period for earning a rebate?

Rebates are earned and paid out on a quarterly basis. The first quarter rebate will be based off the number of points earned between January 1 - March 31, 2022.

### 2. Who will be eligible to receive a rebate?

Partners in the Silver level and above will be eligible to receive quarterly rebates based on their acquired quarterly points from applicable purchases. A Partner must be in good-standing to earn a rebate.

### 3. What are the terms of earning a rebate?

The Silver level and above, must meet a quarterly point goal to receive a quarterly rebate:

	Quarterly Points	Rebate %
Quarterly rebates for Silver, Gold, Platinum and Diamond partners	30K	1%
	100K	2%
	200K	3%
	300K	4%
	500K	6%
	750K	8%

### 4. What determines the rebate percentage I will earn?

If eligible, the total number of points acquired in a quarter determines the rebate percentage earned in a quarter.

**5. Will I receive a rebate for my distributed product purchases?**

No, purchases of distributed products will not earn a rebate. However, distributed product purchases can earn you points toward reaching a rebate threshold.

**6. How will I receive my rebate?**

Partners in the United States will receive their rebate in the form of a check. Rebates will be paid out on a quarterly basis. Please allow 6-8 weeks following the end of the quarter to receive your rebate.

**7. Will my rebate count against my annual points earned?**

No, your rebate amount will not count against your points.

**8. What Snap One-Manufactured products will not receive a rebate?**

Outdoor televisions manufactured by Snap One do not count towards your rebate. See the chart of Page 4 for more information.

## 6.0 Free Shipping

**1. Will I be eligible for free shipping in the Partner Rewards program?**

Partners 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 Snap One Partner Stores. To learn more about Snap One Partner Store shipping policies, [follow this link](#). If you have additional questions about free shipping in the new Partner Rewards program, please reach out to your Snap One Partner Store for more information.

## 7.0 Additional Program Benefits

### 7.1 Product feedback calls

**1. What are product feedback calls? Will I be eligible to receive this benefit?**

Product feedback calls will be an opportunity to communicate with product leaders and provide feedback on products. Member of Product Leadership will host interactive panels to discuss certain product categories and SKUs. More details coming soon once the program year begins on January 31, 2022.

### 7.2 Additional training opportunities

**1. What are additional training opportunities? Will I be eligible to receive this benefit?**

Partner Rewards members will be invited to take part in exclusive training opportunities for Partner Rewards members only. More details coming soon once the program year begins on January 31, 2022.

### 7.3 Expedited Advanced Replacement

**1. What is expedited advanced replacement and how does it work?**

Expedited advanced replacement will be available at the Gold, Platinum, and Diamond levels of the program. A Partner at these levels can request expedited shipping of replacement products.



## 7.4 Exclusive Partner Events

### 1. What are exclusive Partner events?

Partners at the highest level, Diamond, will be eligible to participate in exclusive Partner events during the program year. We will be providing more information to eligible Partners in 2022.

## 7.5 Premium Tech Support

### 1. Will I be eligible to receive Premium Tech Support in the new program? How will I access premium tech support?

Premium Tech Support will be available for Gold, Platinum, and Diamond Partners. We will provide a phone number to these Partners to skip the queue and speak to a member of our Premium Tech Support team.

### 2. How will I access weekend Tech Support in the new program?

Weekend Tech Support will be available for Gold, Platinum, and Diamond Partners on Saturday and Sunday from 10 a.m. – 3 p.m. EST.

## 7.6 \$1,000 Employee Product Credit

### 1. How will the \$1,000 employee product credit benefit work?

The \$1,000 employee product credit will be loaded to the eligible Partner's account at the beginning of each program year. Employee credit can be redeemed by placing a call to our Partner Support team.

## 8.0 Programmatic Timing

### 1. When will the new Partner Rewards program begin?

The new Partner Rewards program begins January 31, 2022.

### 2. How long is the program year?

The Partner Rewards program year will run January 1, 2022 – December 31, 2022.

### 3. When will my level in the new program reflect on my account?

While the new Partner Rewards program will begin on January 31, 2022, you will know your anticipated level in the new Partner Rewards program early January. Your official level will be communicated early February once invoicing for January has been processed.

### 4. When does the Snap One 2021 Partner Rewards quarter (Q4) end?

The current Partner Rewards program quarter ends on December 31, 2021.

### 5. When does the current Partner Rewards program end?

The Partner Rewards program year that began on July 1, 2021, will end January 30th, 2021.

## 9.0 Partner Information - What Does This Mean for Me?

### 9.1 Current Partner Rewards Members

**1. Who will the new Snap One Partner Rewards Program be available to?**

All domestic Partners of Snap One, Control4, Triad, Pakedge, Volutone, MRI, Custom Plus Distributing, and Allnet with a login on the Snap One or Control4 Portal will be eligible to earn points in the new Partner Rewards program starting January 31, 2022.

**2. When will my current reward program end?**

The Control4 VIR, Control4 Rebate, Snap One Partner Rewards, and Triad Loyalty Programs will end on January 30, 2022. The Volutone VIR Program will end December 31, 2021. All rewards programs will be consolidated into the new program.

**3. What will determine my new level in the program?**

Your program level will be calculated by taking your purchases at Snap One, Control4, Snap One Partner Stores, Pakedge, and Triad portals from February 1, 2021 to January 31, 2022 and then converting that purchases into points.

**4. I am currently in the 2021, Snap One Partner Rewards program. What does this mean for me?**

The current Snap One Partner Rewards program will be ending. The 2022 Partner Rewards program year will begin January 31 and end December 31, 2022. There will be five levels in the program, and benefits will vary depending on reward level status. All purchases from the Snap One Portal, Control4 Dealer Portal, and Snap One Partner Stores will earn you points in the program.

**5. When and how will I figure out my new level in the program?**

Your anticipated level in the new program will be emailed to your early January. You will also be able to reach out to your Snap One contact for more information on your new level once the initial email has been sent. When the program launches on January 31, 2022 - your level will appear on your Snap One homepage dashboard and Account Details.

### 9.2 Current Control4 Partners

**1. Will I still receive a badge?**

The Dealer Locator will continue to show your reward level as it does today. You can also email us at [PartnerRewards@SnapOne.com](mailto:PartnerRewards@SnapOne.com), and request the badge be sent to you via email.

**2. I am in the Premier Dealer program. What does this mean for me?**

The Premier Dealer program will end January 30, 2022. All purchases of Control4, Snap One-manufactured, and distributed products will count toward rewards in the new Partner Rewards program. Invoiced purchases between January 1 - January 30, 2022 will be converted into points and will count in your Q1 points and rebate totals.

**3. What does this mean for my Control4 Rebate?**

In the new Partner Rewards program, Partners at the Silver level and above are eligible to receive a quarterly rebate. A quarterly point threshold needs to be met to earn a rebate. The more points earned, the higher the rebate percentage you can unlock. Snap One-manufactured products will earn a rebate. Distributed products can help achieve the quarterly point threshold, but do not earn a rebate. If a rebate check is earned, a check will be mailed (instead of product credit) 6-8 weeks after the end of the quarter to the address on your account.

**4. What does this mean for the Triad Loyalty Program?**

The Triad Loyalty program will be ending on January 30, 2022. All Triad purchases will earn points in the new Partner Rewards program.

**5. I am a Certified Showroom Dealer. Will the new Partner Rewards Program affect my status in the Certified Showroom Dealer Program?**

As a current Certified Showroom Dealer, the new Partner Rewards program does not impact your status. If you have any questions about your Partner status, please email us at [PartnerRewards@SnapOne.com](mailto:PartnerRewards@SnapOne.com)

### 9.3 Partners not in a Rewards Program

**1. I am currently not in a rewards program. Will I be eligible for the new Partner Rewards program?**

All Partners are eligible to participate in the new Partner Rewards program if the Partner has a Snap One or Control4 log-in.

**2. I have a Snap One or Control4 log-in. How can I participate in the new Partner Rewards program?**

Partners who reach the minimum point threshold of 30,000 points in the Partner Rewards program, the Bronze level, will be automatically enrolled in the program at that level.

### 9.4 Triad-Only Partners

**1. Will purchases on Triad be rebated out on in the new Partner Rewards program?**

Yes, Triad will be a rebate-eligible category and will count for points toward rewards.

**2. How will I track my Triad purchases and check my status in the Partner Rewards program?**

You will be able to track your progress in the program on your homepage dashboard on Snap One portal. Need a log-in for the Snap One portal? [Fill out this form](#), and we will get you started!

### 9.5 Pakedge-Only Partners

**1. How will I track my Pakedge purchases and check my status in the Partner Rewards program?**

You will be able to track your progress in the program on your homepage dashboard on Snap One portal. Need a log-in for the Snap One portal? [Fill out this form](#), and we will get you started!

**2. Will I receive a rebate in the Partner Rewards program?**

Partners at the Silver level and above are eligible to receive a quarterly rebate. A quarterly point threshold needs to be met to earn a rebate. The more points you earn, the higher the rebate percentage you can unlock. Snap One-manufactured products will earn a rebate. Distributed products purchased can help achieve the quarterly point threshold but will not earn a rebate. If a rebate check is earned, the check will be mailed 6-8 weeks after the end of the quarter.

## 9.6 Snap One Partner Store Partners

### 9.6.1 Volutone Partners

**1. Is my current VIR program ending?**

Yes, the VIR program will be ending December 31, 2021. In the new Partner Rewards program, all Control4, Snap One-manufactured, and distributed products will earn points.

**2. I am in the Volutone Rewards program (VIR). What does this mean for me?**

Your current reward program is ending. The new Partner Rewards program will begin January 31, 2022. The Partner Rewards program will be a points-based program that earns you points on every purchase. There will be five levels in the program: Bronze, Silver, Gold, Platinum, and Diamond. The more points earned; the more benefits are unlocked. Quarterly rebates and reward pricing discounts begin at the Silver level in the program. To check your status and level in the new program, a Snap One login will be needed.

**3. Will I receive a rebate in the Partner Rewards program?**

Partners at the Silver level and above are eligible to receive a quarterly rebate. A quarterly point threshold needs to be met in order to earn a rebate. The more points you earn, the higher the rebate percentage you can unlock. Snap One-manufactured products will earn a rebate. Distributed products purchased can help achieve the quarterly point threshold but will not earn a rebate. If a rebate check is earned, the check will be mailed 6-8 weeks after the end of the quarter.

**4. I am not sure if I have a Snap One account. How can I check?**

[Complete this form](#), and we will get back to you with information on how to sign up or with your Snap One log-in information.

**5. What is changing for me?**

Rebate eligibility depends on your level in the program and the point threshold met each quarter. For more rebate information, [click here](#). Snap One-manufactured products are eligible to receive a discount in the program. There are additional benefits associated with the program such as free shipping, exclusive training events, feedback calls and \$1,000 employee credit.

### 9.6.2 Allnet, CPD, MRI Partners

**1. I currently only transact at a Snap One Partner Store (Allnet, CPD, MRI, Volutone). What does this mean for me?**

The new program will now reward you on all purchases, no matter where they are bought.

**2. I am an MRI, CPD, or Allnet Partner and am interested in the Partner Rewards program, how do I start?**

You will need to have a Snap One or Control4 log-in to participate in the new Partner Rewards program.

**3. I am not sure if I have a Snap One account. How can I check?**

[Complete this form](#), and we will get back to you with information on how to sign up or with your Snap One log-in information.

## 10.0 Account Management

### 1. How can I ensure that all my accounts are linked, and my purchases are counting towards the program?

If you shop from multiple places with us, all purchases will go towards your points in the new program. If you have questions about your account, please contact your Snap One contact.

### 2. What can I do before the start of the program to make sure my accounts are linked?

Please reach out to your Snap One contact or our Partner Support team. Once provided with account information, our team can look up your account information.

### 3. Will there be one place I can check my status across all my accounts?

A Partner can check their status in the Partner Rewards program on the Snap One Portal homepage dashboard. If you are unsure if you have a Snap One log-in, [complete this form](#), and we will get back to you with information on how to sign up or with your Snap One log-in information.

### 4. How do I get a Snap One log-in?

To get a Snap One log-in, please fill out [this form](#) to begin the process, and we will get you started!

### 5. If I have a Control4 log-in, do I need a Snap One log-in?

By getting a Snap One log-in, your accounts on both platforms will be linked. On the Snap One dashboard, you will be able to see your level in the new rewards program and your total earned points from everywhere you shop with Snap One. To get a Snap One log-in, [please fill out this form](#).

## 11.0 – Miscellaneous FAQs

### 1. Who do I contact if I have more questions about the program?

You can reach out to your Snap One contact, email us at [PartnerRewards@SnapOne.com](mailto:PartnerRewards@SnapOne.com) or reach out to our Partner Support team at 866-424-4489.

### 2. Does Access Networks count in the new Partner Rewards Program?

No, Access Networks does not count at this time. More details in the coming months.

### 3. Will Model Home program and Triad Authorized dealer program be ending?

No. The model home and Triad Authorized dealer program will not be ending. For more information on these programs, please [click here](#).

### PROGRAM CHART DISCLAIMERS:

\*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.

†Partners 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 Snap One Partner Stores; please reach out to your location for more information.

†† Partners 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 products purchases do not earn a rebate unless specifically noted. Rebates will be issued in the form of a check and mailed to a partner's billing address 6-8 weeks after the quarter ends. Partner's account must be active and in good standing to receive a rebate.

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