

Lifetime Delivery Membership

TERMS AND CONDITIONS

Please read these Terms and Conditions carefully before accessing or using our services. This Agreement sets forth the legally binding terms and conditions for your use of the Lifetime Delivery Membership (the “Services”) provided by COLDERS INC.

1. ACCEPTANCE OF TERMS

By accessing or using our Services, you agree to be bound by this Agreement. If you do not agree with any part of this Agreement, you must not use the Services.

2. MEMBERSHIP TIERS

There are three levels of Services available: Silver Tier, Gold Tier, and Platinum Tier. The benefits and details of each are set forth below.

SILVER TIER

Description: The Silver tier membership provides access to basic features and benefits.

Pricing: \$299 (one time, non-refundable payment)

Duration: This is a 12 month non transferable membership, unless you choose to upgrade within the 12 month period to Gold or Platinum.

Renewal: Membership can be upgraded by you to Gold or Platinum within 12 months, or it will be automatically canceled if you do not upgrade.

Eligibility: Must be a legal U.S. citizen.

SILVER TIER MEMBERSHIP BENEFITS

- ADDRESS CHANGE
 - You are unable to change the delivery address associated with your membership. If you wish to change your address at any time during your 1 year Silver tier membership, you can upgrade to a Gold Lifetime Delivery Membership or a Platinum Lifetime Delivery Membership for the difference in price.
- PREFERRED SERVICE APPOINTMENTS
 - Preferred service appointments allow you to schedule service or maintenance appointments at a time convenient for you. Preferred

service appointments are subject to availability and may require advanced booking through our scheduling system.

- DEDICATED CUSTOMER SOLUTIONS LINE
 - As part of our commitment to exceptional customer service, we provide a dedicated customer solutions line. Our customer support team is available to assist you with any inquiries, concerns, or issues related to our Services.
- LIFETIME DELIVERY DAY
 - While your Silver tier membership is active, You will be invited to a Lifetime Delivery Day held annually. This will be an exclusive event with an exclusive discount offered to each member present.
- ABILITY TO UPGRADE
 - While your Silver tier membership is active, You have the ability to upgrade to Gold tier or Platinum tier. To do so, simply contact our customer support team and tell them that you want to upgrade. You will need to pay the difference between the amount you paid for the Silver tier and the then-current price of the then upgraded tier you choose (Gold or Platinum). You must contact us to upgrade prior to expiration of your 12 month membership, because you lose the ability to upgrade after your membership expires.

GOLD TIER

Description: The Gold tier membership provides enhanced features and benefits beyond the Silver tier.

Pricing: \$399 (one time, non-refundable payment)

Duration: This is a lifetime non transferable membership.

Renewal: Membership remains Gold unless customer upgrades to Platinum.

Eligibility: Must be a legal U.S. citizen.

GOLD TIER MEMBERSHIP BENEFITS

- ADDRESS CHANGE
 - One address change is allowed within Zone 1 of our delivery radius. Member must currently live at the address given. In order to change your address, you must provide proof of residence for the Member,

showing that the Member is actually living at the address. Proof may include a water bill, electricity bill, etc. Restrictions apply.

- **PREFERRED SERVICE APPOINTMENTS**
 - Preferred service appointments allow you to schedule service or maintenance appointments at a time convenient for you. Preferred service appointments are subject to availability and may require advanced booking through our scheduling system.
- **DEDICATED CUSTOMER SOLUTIONS LINE**
 - As part of our commitment to exceptional customer service, we provide a dedicated customer solutions line. Our customer support team is available to assist you with any inquiries, concerns, or issues related to our Services.
- **LIFETIME DELIVERY DAY**
 - Each Gold tier Lifetime Delivery Member will be invited to a Lifetime Delivery Day held annually. This will be an exclusive event with an exclusive discount offered to each member present.
- **DOUBLEBACK EXTENSION**
 - Customers who opt for our DoubleBack Extension benefit will be able to use their DoubleBack dollars for up to two weeks after purchase. The specific terms and conditions of the DoubleBack Program will be outlined separately and provided to eligible customers.
- **ANNIVERSARY DISCOUNT**
 - You will receive an anniversary discount based on your signup date. If opted in to email communications, you will receive an email with these details and a link to schedule an appointment to receive your discount. If not opted in to email communications, you must contact us at our customer solutions line at the time of your anniversary to schedule an appointment to receive your discount.
- **ABILITY TO UPGRADE**
 - While your Gold tier membership is active, You have the ability to upgrade to Platinum tier. To do so, simply contact our customer support team and tell them that you want to upgrade. You will need to pay the difference between the then-current price of the Gold and Platinum tiers.

PLATINUM TIER

Description: The Platinum tier membership provides premium features and benefits beyond the Gold tier.

Pricing: \$599 (one time, non-refundable payment)

Duration: This is a lifetime non transferable membership.

Renewal: Membership does not require renewal.

Eligibility: Must be a legal U.S. citizen.

PLATINUM TIER MEMBERSHIP BENEFITS

- ADDRESS CHANGE
 - Unlimited address changes are allowed within Zone 1 of our delivery radius. In order to change your address, you must provide proof of residence for the Member, showing that the Member is actually living at the address. Proof may include a water bill, electricity bill, etc. Restrictions apply.
- PREFERRED SERVICE APPOINTMENTS
 - Preferred service appointments allow you to schedule service or maintenance appointments at a time convenient for you. Preferred service appointments are subject to availability and may require advanced booking through our scheduling system.
- DEDICATED CUSTOMER SOLUTIONS LINE
 - As part of our commitment to exceptional customer service, we provide a dedicated customer solutions line. Our customer support team is available to assist you with any inquiries, concerns, or issues related to our Services.
- LIFETIME DELIVERY DAY
 - Each Platinum tier Lifetime Delivery Member will be invited to a Lifetime Delivery Day held annually. This will be an exclusive event with an exclusive discount offered to each member present.
- DOUBLEBACK EXTENSION
 - Customers who opt for our DoubleBack Extension benefit will be able to use their DoubleBack dollars for up to two weeks after purchase. The specific terms and conditions of the DoubleBack Program will be outlined separately and provided to eligible customers.

- **ANNIVERSARY DISCOUNT**
 - You will receive an anniversary discount based on your signup date. If opted in to email communications, you will receive an email with these details and a link to schedule an appointment to receive your discount. If not opted in to email communications, you must contact us at our customer solutions line at the time of your anniversary to schedule an appointment to receive your discount.
- **BIRTHDAY DISCOUNT**
 - You will receive an anniversary discount based on your signup date. If opted in to email communications, you will receive an email with these details and a link to schedule an appointment to receive your discount. If not opted in to email communications, you must contact us at our customer solutions line at the time of your birthday to schedule an appointment to receive your discount.
- **PREFERRED DELIVERY (AM/PM)**
 - Upon request and subject to availability, we offer preferred delivery time slots, allowing you to choose between morning (AM) or afternoon (PM) delivery. Please contact our Dedicated Customer Solutions Line to arrange preferred delivery.
- **FREE HAUL AWAY FOR APPLIANCES**
 - When you purchase a new appliance from us, we offer a complimentary haul away of your old appliance that you are replacing. This does not include built-in appliances. Please ensure that the appliance is ready for removal by our delivery team on the scheduled delivery day.
- **100% REBATE ON EXTENDED SERVICE PLANS**
 - Customers who purchase extended service plans for qualifying products will receive a 100% rebate on the cost of the extended service plan after the completion of the plan. The specific terms and conditions of the rebate will be provided to eligible customers.
- **SIGNUP GIFT**
 - To welcome new Platinum tier members, we offer a signup gift. The details of the signup gift and any applicable terms and conditions will be communicated to you during the signup process.

3. ADDITIONAL STIPULATIONS

Lifetime Delivery Member will receive deliveries to their registered address for current purchases, but Colder's will not aid in moving past purchases if Member relocates in the future. Free delivery for Lifetime Delivery Members only applies to the delivery of new merchandise. Processing and handling fees will still apply for the following situations: missed delivery appointment due to Member not being available at delivery location, redelivery due to merchandise not fitting, or merchandise reselection.

4. MODIFICATIONS AND TERMINATION

We reserve the right to modify, suspend, or terminate any or all of the benefits mentioned above at any time without prior notice. Any modifications to the benefits will be communicated to you through our website or other appropriate means.

5. LIMITATION OF LIABILITY

In no event shall the Company be liable for any direct, indirect, incidental, consequential, or exemplary damages arising from the use of our Services or the benefits provided.

6. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of Wisconsin. Any disputes arising from this Agreement shall be subject to the exclusive jurisdiction of the courts of Wisconsin.

By using our Services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions. If you have any questions or concerns regarding this Agreement, please contact our customer support team.

COLDERS INC

333 S 108th St, West Allis, WI 53214

414-476-1574