



DealerFirst™ FAQs

Who is eligible to participate in the DealerFirst program?

Goodman Distribution, Inc.'s DealerFirst Loyalty Program is open to owners/principals of HVAC companies who purchase qualifying products through a U.S. or Canadian authorized participating **Goodman Distribution Inc.** branch(es) or on www.goodman-dealers.com or www.amanahac-dealers.com.

Additional eligibility criteria:

- Applicable to only **Goodman Distribution, Inc.** add on replacement contractors.
- Participating contractors must be in good standing with the **Goodman Distribution, Inc.** Credit Department to be eligible for rewards.

After I register, what's next?

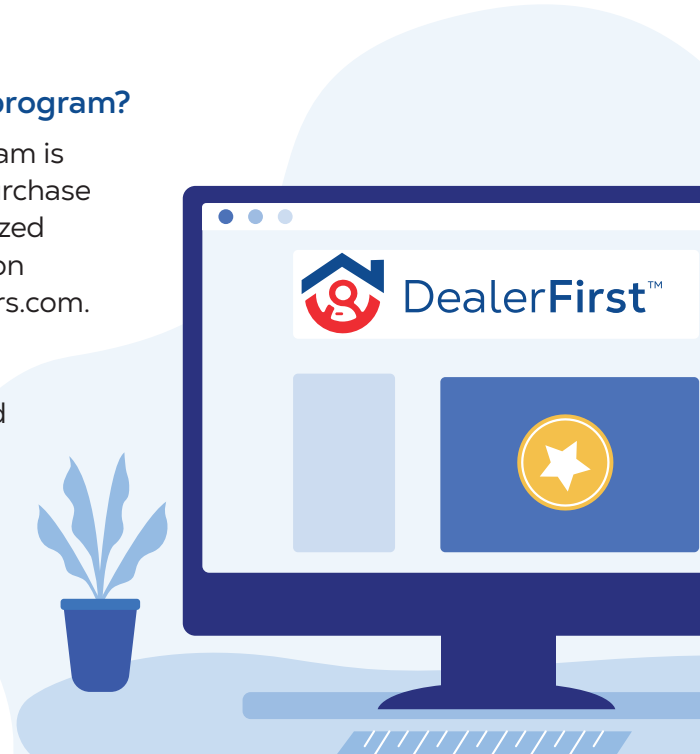
You will have access to the full resources of the **DealerFirst** platform including:

- Your personal dashboard with current activity information including your point of sale summary
- Access to promotions tailored just for you
- Access to opportunities and activities to earn points – Learn & Earn, polls, surveys, etc.
- Access to the exclusive **DealerFirst** merchandise and experiences marketplace with thousands of rewards

How do I earn points?

You can earn points in several ways.

- Purchase qualifying products through a U.S. or Canadian authorized participating **Goodman Distribution, Inc.** branch(s) or on www.goodman-dealers.com or www.amanahac-dealers.com and your invoices will be uploaded to the program website.
- Additional points may also be available during special product promotion periods. Additional product promotion opportunities and information will be communicated on the **DealerFirst** website.
- Points may also be offered for other activities such as watching a video and taking a short quiz, submitting feedback through surveys or polls on the program website. The number of points will be determined and communicated as part of the promotion information and will be added to your balance when the task is completed.



Where can I see how many points I've earned?

Your **DealerFirst** point balance appears on the www.dealerfirstrewards.com website when logged in. You will also see your point balance in the rewards marketplace in the upper right-hand corner.

To view a history of the number of points earned and redeemed, click on 'Account Summary' from the menu.

To view a detailed list of the points earned from your purchases, click on 'Point of Sale Summary' from the menu or the home page. A detailed list can be viewed or exported with the invoice number, invoice date, part number, invoice total, and number of points.

When was the last time my invoices were entered on my account?

Log in to your account, then from your dashboard click on the "Point of Sale Summary" or the top navigation menu. You will see your reported purchase details, including the invoice date, distributor name, invoice total, and the points awarded.

How do I redeem my points?

You can redeem your points for any item in the **DealerFirst** rewards and experiences marketplace. Simply click on 'Redeem' in the upper right-hand corner of your dashboard. Choose from thousands of items from fine dining, sports events, trips, electronics, office equipment, and more. You can redeem points for any reward or a combination of rewards that is equal to or below your current point balance. Simply add the item(s) to your shopping cart and complete the check-out process.

When can I start spending my points?

You can spend your points right away as soon as you have enrolled and accepted the **DealerFirst** program terms and conditions.

What is the return policy?

Should you need to return an item for any reason, our customer service group will be happy to assist you. Simply click on Contact Us and fill in your email address along with a short description.

Can members purchase additional Points or transfer/ or transfer/combine Points?

No. Members cannot purchase additional points. They can only be earned through other **DealerFirst** promotions. And members cannot transfer points or combine them with other accounts.

What if I have other questions?

If you have any additional questions that aren't covered here, don't hesitate to ask. Please send us an email through Contact Us.

