

Bilt Home Collection Terms & Conditions

GENERAL

A return authorization number is required for returns of defective merchandise and must be requested within forty-eight (48) hours of delivery. Please contact Bilt Rewards Customer Success at collection@biltrewards.com and indicate the nature of the defect. We will promptly issue a prepaid return label and send out the replacement upon receipt of the defective unit. For items reported more than thirty (30) days from receipt, Bilt Rewards Customer Success will provide the client with proof of purchase. This proof of purchase may be used directly with the manufacturer to arrange for appropriate service or return. For some products, the manufacturer does not allow returns but provides exceptional warranty service. Therefore the client may receive instructions on how to obtain warranty service as opposed to a complete reward replacement. All items must be returned in the original manufacturers' packaging along with all parts, accessories, and paperwork. Modified, damaged, or abused products will not be accepted for replacement or credit. You should inspect items immediately before signing for the delivery or relocating. Damages and shortages must be reported within forty-eight (48) hours of receipt. If appropriate, the shipper will arrange for pick-up of the item and a replacement will be sent out upon receipt of the damaged product. Damaged merchandise should not be moved to a different location for pick up. Items returned as undeliverable will be credited to the client. For food and beverage products, due to health and safety considerations, returns are only accepted for defective products in their original, unopened packaging. Returns must be requested within twenty-four (24) hours of delivery. Opened food and beverage items cannot be returned unless they are defective. Defects must be reported immediately upon discovery and within the product's expiration date.

ORDERS

Orders from the Bilt Home Collection may take forty-eight (48) hours or more to process. Bilt Rewards reserves the right, in its sole discretion, to refuse to process or to cancel your order in certain circumstances. This may happen, for example, when the product you ordered is out of stock, there are inaccuracies or errors in products or pricing information, or our credit and fraud avoidance department identifies problems or in other circumstances that we, in our sole discretion, deem appropriate. Bilt Rewards also reserves the right, in its sole discretion, to take steps to verify your identity to process your order. We will not deduct points for orders that we do not process or cancel. If we have already charged you for your order, then we will refund you the points and the fees charged. Rewards products are subject to availability, and some rewards have limited availability. Food and beverage orders may be subject to additional processing requirements and shipping restrictions based on temperature control needs and perishability. Certain food and beverage items may not be available in all locations.

SHIPPING; TAXES

The amount of time it takes for the delivery of items depends on the item. Some items can't be shipped to PO Boxes or foreign addresses. Most merchandise items will be delivered within two to three weeks of redemption. You will receive an email confirming your redemption followed by an additional email with your order's tracking information. Merchandise can only be shipped to a

U.S. address. Any applicable sales or use taxes, fees, surcharges and shipping and handling charges are your responsibility. Bilt Rewards will let you know when these charges apply. Food and beverage items may require special handling or expedited shipping to ensure freshness and safety. Additional shipping charges may apply. We cannot guarantee delivery of perishable items to all locations.

FEES AND PAYMENT

Points will be deducted immediately upon placing an order. Bilt Rewards will use commercially reasonable efforts to have orders delivered within the estimated delivery time. However, sometimes items may be delayed due to factors beyond our control, and we will not be liable for any such delays. You hereby authorize Bilt Rewards or its third-party processing service providers to deduct points for the price of the products you have purchased.

PRODUCT DESCRIPTIONS

We attempt to provide accurate descriptions of products on our application. However, there may be inaccuracies in the product descriptions, or the colors of the products may vary from one monitor to another. Accordingly, Bilt Rewards does not warrant that the product descriptions, colors, images, or videos are accurate, complete, reliable, current, or error-free. Bilt Rewards is not responsible for manufacturer products. Please see manufacturers' individual warranty policies for product information. Bilt Rewards undertakes to be as accurate as possible with all information about ingredients, nutritional content, and allergen warnings. However, Bilt Rewards does not guarantee the accuracy or reliability of any product information. Consumers should always review the product packaging for the most current and accurate information. Individuals with food allergies or dietary restrictions should carefully review product ingredients before consumption. Bilt Rewards is not responsible for any adverse reactions to food products.

PRICING AND DISCOUNT INFORMATION

We strive to provide accurate pricing information about products. We cannot, however, insure against pricing errors. Bilt Rewards reserves the right, at its sole discretion, to refuse to process or cancel any orders placed for a product whose price was incorrectly posted on the application as a result of an error. If this occurs, Bilt Rewards will notify you by email. In addition, Bilt Rewards reserves the right, in its sole discretion, to correct any errors in the listed price on our website or app. We display discounts on our application in connection with each product. Discounts are calculated using pricing information provided to us by merchants (such as suggested retail prices from the manufacturer, supplier, or the merchant, or an estimated price based on standard industry practice).

PRODUCT AVAILABILITY AND DELIVERY

Our website or app may contain information regarding the availability of the products. Unfortunately, Bilt Rewards cannot guarantee that an item listed as "in stock" will actually ship right away, as inventory can change significantly from hour to hour. In some cases, a product that may be in stock when a customer places the order may be sold out by the time Bilt Rewards attempts to process the order, or there may be an error in the information about the availability of the product. Should this happen, Bilt Rewards will notify you by email. If we

determine that a product you ordered is no longer available, we will cancel that item from your order and provide you a full refund for the canceled product, if you have already paid for it. We will notify you about the cancelation by email.

RETURN POLICY

All redemptions and sales are final. If a product offered by Bilt Rewards is defective, please send an email to collection@biltrewards.com within forty-eight (48) hours of receiving the product. We will either replace the defective product or issue a full refund. Bilt Rewards is not responsible for replacing lost, stolen or damaged items. For food and beverage items, returns are only accepted for defective products in their original, unopened packaging. Returns must be requested within twenty-four (24) hours of delivery. Temperature-controlled or perishable items cannot be returned unless they arrive in a clearly compromised condition. If you receive a food or beverage product that appears spoiled, damaged, or otherwise compromised, do not consume it and contact us immediately at collection@biltrewards.com.

RISK OF LOSS

The risk of loss and title for such all items purchased from Bilt Rewards pass to you upon our delivery to the carrier.

ASSUMPTION OF RISK FOR PRODUCTS YOU PURCHASE

You understand that Bilt Rewards does not manufacture or inspect any of the products sold through our website or app. We provide the platform to facilitate such redemptions, but the products are produced directly by independent manufacturers, so we cannot and do not make any warranties about their quality, safety, or even their legality. Any legal claim related to a product you purchase must be brought directly against the manufacturer of the product. You release Bilt Rewards from any claims related to products sold through our Service, including for defective items, misrepresentations by manufacturers, or items that cause physical injury (like product liability claims). For food and beverage products, you acknowledge that proper storage, handling, and consumption are your responsibility once the product is delivered. You assume all risks associated with the consumption of food and beverage products, including but not limited to allergic reactions, foodborne illness, and adverse effects from any ingredients. Always check product labels for ingredients, allergen information, and expiration dates before consumption.

OWNERSHIP OF THE SITES AND SERVICE

All contents of the Service, including without limitation, the text, graphics, images, music, software, audio, video, works of authorship of any kind, and information or other materials that are posted, generated, provided, or otherwise made available on or through the Service are collectively referred to as "Content". The Service and Content, and all associated intellectual property rights are the sole and exclusive property of Bilt Rewards and/or its licensors, and may not be copied, distributed, modified, reproduced, published, or used, in whole or in part, except for purposes authorized or approved in writing by Bilt Rewards. You acknowledge that the Service and Content are protected by copyright, trademark, and other laws of the United States and foreign countries. You agree not to remove, alter or obscure any copyright, trademark,

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DISCOUNTS

We may offer sales and discounts to our customers from time to time, which may be subject to additional terms and conditions. Please note that regardless of any offers of such rewards, Bilt Rewards reserves the right to change the rewards and discounts, if any, over time without any prior notice.

INDEMNIFICATION

You agree to indemnify each of Bilt Rewards and its program partners, and each of their respective officers, directors, employees, agents, affiliates, and successors for any and all claims, damages, expenses, losses, and causes of action (including attorney fees and court costs) incurred or suffered by any of the foregoing persons or entities and arising out of or relating to your breach of any provision of these Bilt Home Collection Terms & Conditions or any materials (regardless of form) that are provided by you. You agree to cooperate as fully and reasonably required in our defense and/or settlement of any such claim. Bilt Rewards reserves the right to assume exclusive control over the defense and settlement of any matter subject to indemnification by you.

DISPUTES

If you have a dispute concerning Bilt Rewards' accrual or redemption of points and/or other activities, please notify Bilt Rewards by sending an e-mail or a letter or by placing a telephone call to the Bilt Rewards Customer Success Center. Bilt Rewards will investigate the matter. If following such investigation Bilt Rewards determines it appropriate, Bilt Rewards will re-credit your points for the amount in dispute, or determine that a different adjustment or no adjustment is necessary.

FEEDBACK

We welcome feedback, comments, user experience, and suggestions for improvements to our Service ("Feedback"). You can submit Feedback by emailing us at collection@biltrewards.com. You grant to us a non-exclusive, worldwide, perpetual, irrevocable, fully-paid, royalty-free, sublicensable, and transferable license under any and all intellectual property rights that you own or control to use, copy, modify, create derivative works based upon, and otherwise exploit the Feedback for any purpose. We are not obligated to keep any Feedback confidential, to pay you anything for any Feedback (whether we use it or not), or to respond to any Feedback. We also are not obligated to return any Feedback to you, in any form. You agree that no Feedback provided to us will violate any right of any third party, including copyright, trademark, privacy, or other personal or proprietary rights.

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