

## LOYALTY PROGRAM “DCLUB”

### (“Loyalty Program”)

#### Terms and Conditions (“Terms”)

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. BY PARTICIPATING IN THE LOYALTY PROGRAM, YOU AGREE TO BE BOUND BY THESE TERMS. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT ACCESS OR PARTICIPATE IN THE LOYALTY PROGRAM.

PROMOTER RESERVES THE RIGHT TO CHANGE THESE TERMS OR MODIFY OR TERMINATE THE LOYALTY PROGRAM, WITHOUT PRIOR NOTICE. YOU AGREE THAT PROMOTER MAY PROVIDE CHANGES TO THESE TERMS AND OTHER INFORMATION ABOUT THE LOYALTY PROGRAM BY ELECTRONIC MEANS, INCLUDING POSTING SUCH INFORMATION ON THE MOBILE APP (DESCRIBED BELOW) AND ONLINE AT <https://dclub.dabpumps.com/en-us/>.

#### Art. I: Promoter

Dab Pumps Inc., with registered offices in 3226 Benchmark Drive, Ladson, SC 29456 South Carolina - USA  
VAT: XEXX010101000 (hereinafter the “Promoter”).

#### Art. II: Eligibility

This Loyalty Program is open only to licensed installers and/or plumbers, who are age of majority or older and reside in the 50 United States or the District of Columbia (hereinafter “Participants”) and is void elsewhere and where prohibited by law. All Participants must comply with his/her employer’s policies concerning participation in loyalty programs, accumulation of reward points, and redemption and acceptance of any rewards.

Employees and representatives of the Promoter, its suppliers, and consultants, including their family members, and all individuals involved in the operation of this Loyalty Program, and all persons employed by any governmental entity are excluded from participating in the Loyalty Program.

#### Art. III: Promoted Products and Purpose of the Initiative

The “DCLUB” Loyalty Program is established with the purpose of encouraging the sale of the promoted products and increasing brand visibility.

The products covered by this promotion (“Products”) are the following:

PRODUCTS
Esybox Mini 3   Automatic Booster System Pump   Single Residence
Esybox Water Pressure Booster Pump System
Esybox Diver   55/120   230V/50-60Hz
Esybox Max Water Booster Pumping System   60/120 M   208-240V
Esybox Max Water Booster Pumping System   60/120 T   380-480V
Esybox Max Water Booster Pumping System   85/120 T   380-480V

#### Art. IV: Program Period

Participation in the Loyalty Program will be conducted from August 4, 2025 (12:00 a.m. Eastern Time) to December 31, 2026 (11:59 p.m. Eastern Time) (hereinafter the “Program Period”).

#### Art. V: How to Participate

### DCLUB LOYALTY PROGRAM REGISTRATION

To participate in the Loyalty Program, during the Program Period, eligible individuals must download the free DConnect DAB app (hereinafter the “Mobile App”) - from the App Store or Google Play Store and complete the registration for the DCLUB program. Message and data charges may apply.

Upon their first login, each Participant will be required to:

- Follow the instructions,
- Complete all required fields which may include full name, street address, email address, employer name and address.
- Accept the Terms & Conditions of the DCLUB Loyalty Program and the Privacy Policy.

Each Participant may register only once and will accumulate points (hereinafter “Dpoints” or Dcoins) based on purchases and activities outlined below.

### HOW TO EARN POINTS

Based on the type of Product purchased and the actions performed, the Participant will receive Dpoints which will be accumulated on the Participant’s personal profile on the Mobile App and can be viewed at any time.

Dpoints will be credited to the Participant’s personal profile according to the following actions:

TYPE OF ACTION		Dpoints Awarded
Purchase and installation of the Product:	Esybox Mini 3  Automatic Booster System Pump   Single Residence	50 Dpoints
	Esybox Water Pressure Booster Pump System	75 Dpoints
	Esybox Diver   55/120   230V/50-60Hz	100 Dpoints
	Esybox Max Water Booster Pumping System   60/120 M   208-240V	125 Dpoints
	Esybox Max Water Booster Pumping System   60/120 T   380-480V	125 Dpoints
	Esybox Max Water Booster Pumping System   85/120 T   380-480V	125 Dpoints
“Invite a friend”		25 Dpoints
Share a review		25 Dpoints
Share a photo		25 Dpoints
Dconnect registration		25 Dpoints
Participate in DAB trainings		200 Dpoints
Survey Participation		20 Dpoints
Welcome Bonus		50 Dpoints

Specifically, the actions to accumulate Dpoints are as follows:

- **Welcome Bonus:** A Participant will receive the designated Dpoints upon completion of registration in the Loyalty Program, which will be awarded only once during the entire Program Period.
- **Purchase and Installation of the Product:** A Participant will receive the designated Dpoints for each Product he/she purchased **and** installed during the Program Period. A Participant will only receive Dpoints if he/she both purchases and installs the Product.

In order to receive Dpoints for the purchase and installation of a Product, the Participant must scan the dedicated unique QR code found inside the Product’s technical compartment and

follow the instructions provided, including uploading a copy of the invoice confirming Participant's purchase of the Product and all required information concerning Participant's installation of the Product.

If the promotional product does not have the yellow label indicating the presence of the QR code, the Participant may send an email to [dclubholland@dabpumps.com](mailto:dclubholland@dabpumps.com) with the following attachments:

1. a photo of the Product nameplate showing the Product code,
  2. the serial number of the Product
- **Invite a friend:** Registered Participants of the Dclub program may invite other installers to join the program by sharing a unique link available in the "Invite a Friend" section of the App. Participants may freely copy and share the link using their personal communication channels (e.g., messaging apps or email). If a new installer registers through the shared link and completes the registration process successfully, the inviting Participant will receive points as specified in this rules.  
*Participants are advised to inform the recipient of the link that they will receive points if the registration is completed.*
  - **Share a review:** Participants will receive the designated Dpoints when they post a review of the Product on the Mobile App following the installation of the Product. A Participant will only receive Dpoints for each separate Product purchased and installed by the Participant
  - **Share a photo:** Participants will receive the designated Dpoints when they post a photo to their Product installation on the Mobile App, subject to approval by the Promoter. A Participant will only receive Dpoints for each separate Product purchased and installed by the Participant.
  - **Dconnect registration:** After purchasing a Product, the Participant may choose to connect an eligible Product pump by following the dedicated procedure via the Dconnect or H2D app to the DAB Service Center. At the end of the process, the Participant will be prompted to scan the QR code on the Product and provide the requested information to receive the designated Dpoints. A Participant will only receive Dpoints for each separate Dconnect registration per Product purchased and installed.
  - **Participate in DAB training:** Participants will receive the designated Dpoints for each separate training event specifically designated as part of the DCLUB Loyalty Program in which they participate.
  - **Survey participation:** Participants will receive the designated Dpoints after completing a survey sent via email by Promoter and specifically identified as part of the DCLUB Loyalty Program. A Participant will only receive Dpoints for each separate survey per Product purchased and installed.

A Participant can view their Dpoint balance in their personal area on the Mobile App, which will be updated in real time. The Dpoints posted are for information purposes only and are only valid for rewards upon validation by Promoter.

PROMOTER RESERVES THE RIGHT IN ITS SOLE DISCRETION TO CHANGE OR MODIFY the PURCHASES/ACTIONS AND/OR CANGE, MODIFY, OR LIMIT THE NUMBER OF DPOINTS RECEIVED PER PURCHASE/ACTION WITHOUT PRIOR NOTICE BY POSTING THE APPLICABLE DPOINTS ON THE MOBILE APP AND AT <https://dclub.dabpumps.com/en-us/>. DPOINTS ACCUMULATED ARE PROMOTIONAL ONLY AND HAVE NO CASH VALUE AND CANNOT BE REDEEMED FOR CASH. DPOINTS ARE PERSONAL TO THE PARTICIPANT AND CANNOT BE SOLD, TRANSFERRED OR ASSIGNED. DPOINTS WILL NOT BE

ACCUMULATED FOR ANY RETURNS OR CANCELED ORDERS AND MAY BE DEDUCTED UPON ANY RETURN OR CANCELATION.

#### **Art. VI: Loyalty Levels and Rewards**

The Participant will qualify for the following rewards upon achieving the respective DCLUB levels:

##### **"MEMBER" LEVEL**

This is the starting level of the DCLUB; therefore, the Participant will not be entitled to any rewards for reaching this level.

##### **"CLUB" LEVEL**

The Participant will be upgraded to the "Club" level upon reaching 1,500 Dpoints.

The reward corresponding to this level is a Gift Card worth \$ 150.

##### **"PRO" LEVEL**

The Participant will be upgraded to the "Pro" level upon reaching 3,000 Dpoints.

The reward corresponding to this level is a Gift Card worth \$ 300.

##### **"ELITE" LEVEL**

The Participant will be upgraded to the "Elite" level upon reaching 7,500 Dpoints.

The reward corresponding to this level is a Gift Card worth \$ 750.

##### **"MARQUEE" LEVEL**

The Participant will be upgraded to the "Marquee" level upon reaching 15,000 Dpoints.

The reward corresponding to this level is selected by the Participant between either:

- A \$ 1,500 Gift Card
- Or
- A 3-day, 2-night trip for two (2) to Charleston, SC (hereinafter also referred to as the "Stay").

Participant Dpoint levels will be adjusted appropriately upon redemption of any Dpoints.

The specific Gift Cards rewarded are at the sole discretion of Promoter and are subject to the terms, conditions and policies of the issuer, including any expiration dates.

The Stay consists of roundtrip air transportation for Participant and one guest between a major U.S. airport nearest the Participant and Charleston, South Carolina and 3-day/2-night hotel accommodations (single room/double occupancy). The Stay must be completed within 12 months from the date the Participant is notified of the reward. Available dates, arrangements, transportation, accommodations and other arrangements are at Promoter's sole discretion and are subject to availability, blackout dates and change. If, in the sole judgment of Promoter, air travel is not required due to Participant's proximity to Charleston, South Carolina, ground transportation may be substituted in lieu of air travel but no additional compensation will be offered. Participant and guest must travel on same itinerary and must comply with all security requirements. All expenses not specifically listed, transportation between Participant's home and major closest airport (as determined by Promoter), ground transportation, meals, incidentals, gratuities, airline fees, fuel, surcharges (including NAV surcharges), airport fees, service charges or facility charges, personal charges at lodging, security fees, taxes or other expenses, are Participant's and his/her travel companion's responsibility and must be paid by Participant with a credit card at the time of booking, where applicable.. Participant and guest must sign travel and publicity

releases, and if guest is a minor, he/she must be child of Participant. Promoter will not replace any lost, mutilated, or stolen tickets, travel vouchers or certificates. Promoter is not liable for any delays, cancellations, unforeseen events related to the Stay. No liability or responsibility is assumed by any of the Promotion Parties resulting from or related to inability or failure of a winner and his/her travel companion(s) to travel or to participate in prize events and activities due to illness, any quarantine requirements, or other events beyond Sponsor's control. Participant and his/her travel companion(s) are responsible for procuring adequate documentation for travel, if required, or personal travel insurance prior to departure, if desired. By selecting the Stay reward, Participant and guest agree to be available for publicity activities and to conduct themselves in an appropriate manner throughout the Stay.

## **VII. Redeeming Dpoints**

In order to redeem a reward, Participants must access the Mobile App and select the "Rewards Catalog" in the Homepage or "Dclub prizes" in the Menu. From there, Participants can choose the reward and follow the indicated procedure to complete the redemption. The designated number of Dpoints will then be deducted from the Dpoints in the Participant's account and cannot be used for any further rewards. Gift cards will be sent via email to Participant to the email address provided at registration. Allow 4-6 weeks after validation for receipt of the gift card. To redeem the Stay reward, Participants must select the dedicated option; afterward, they will be contacted directly by the Promoter to arrange the trip.

All Dpoints and rewards earned are subject to validation by Promoter in its sole discretion.

**Dpoints can only be obtained during the program period (August 4, 2025 through December 31, 2026 Eastern Time). Dpoint redemptions and rewards requests must be submitted no later than 11:59 PM eastern time on January 30, 2027. After this date, all unused Dpoints shall expire, and it will no longer be possible to claim any reward.**

Participants who redeem may be required to complete, sign and return an affidavit or declaration of eligibility, a liability release, tax forms, and where lawful, a publicity release within a stated amount of time as a condition to receive any reward.

## **Art. VIII: Privacy**

All information provided by a Participant is subject to Promoter's Privacy Policy located at <https://www.dabpumps.com/en/privacy-policy>. In the event of any conflict between these Terms and this Privacy Policy, these Terms shall control. By entering this Promotion, each entrant agrees that the Promoter, its agents and/or representatives may store, share and use the personal information he/she submitted for the purpose of administering the Promotion and agrees to the collection, use and disclosure of his/her personal information as described in these Terms, in the above Privacy Policy and as permitted by law.

## **Art. X: Additional Provisions**

- Any decision made by the Promoter in relation to this Promotion shall be considered final, and no correspondence will be entered into with the Participant.
- Submissions or Actions which are incomplete, incorrect, incomprehensible, not received, or do not otherwise comply with these Terms (as determined by the Promoter in its sole and absolute discretion) will be void and will not be entered into or be eligible to earn Dpoints or rewards.

- Dpoints accumulated by each Participant are personal and may not, under any circumstances, be transferred or assigned to others.
- Dpoints not used by the specified deadline for claiming rewards will be automatically voided and cannot be recovered or converted in any way.
- The Promoter reserves the right, at any time, to verify the validity of submissions and to disqualify any Participant who, in Promoter's sole discretion, is suspected of violating these Terms, engaging in fraud or deception, or attempting to disrupt the proper operation of the Loyalty Program or the reward claiming procedures, thereby compromising the fair and proper functioning of the Loyalty Program.
- In the event of a dispute regarding the identity of the Participant, the Participant will be declared made by the natural person in whose name the Loyalty Program registration was made. The Promoter reserves the right to require proof of identity and/or eligibility (in a form acceptable to the Promoter – including, without limitation, government issued photo identification) for any reason the Promoter deems necessary, in its sole discretion, for the purposes of administering this Loyalty Program in accordance with these Terms. Failure to provide such proof to the complete satisfaction of the Promoter within the timeline specified by the Promoter may result in disqualification by the Promoter, in its sole discretion, voiding of any accumulated Dpoints.
- The rewards are not exchangeable for alternative goods/services and may not, under any circumstances, be refunded or compensated in cash. However, in the event of unforeseen circumstances, the Promoter reserves the right to substitute the rewards with others of equal or greater value.
- Rewards are non-transferable to third parties.
- Any taxes arising from the acceptance of a reward shall be the sole responsibility of the Participant, who must comply with any applicable tax obligations.
- By participating, Participants agree to indemnify, release, and hold the Promoter and its parent company, subsidiaries and affiliated companies, retailers, sales representatives, dealers, distributors, licensees and the advertising, fulfillment, and promotion agencies involved in the development and administration of this Promotion and each of their respective, officers, directors, members, employees, agents and representatives, as well as all other persons and entities affiliated with the Loyalty Program (collectively, the "Program Parties") harmless to the fullest extent permitted by law from any and all liability, claims, legal proceedings, obligations, or damages of any kind related to injury and/or damage to property or persons (including to the Participants ) arising from the participation in the Loyalty Program or the acceptance and/or use of any reward.
- To the fullest extent permitted by law, the Program Parties will not be liable for any damages, including any direct, indirect, incidental, punitive or consequential damages, loss of data, income or profit, or loss or damage to property or persons, arising out of a Participant's participation in the Loyalty Program or acceptance and/or use of any reward, including damages arising out of changes to or modification or termination of the Loyalty Program.
- By participating in the Loyalty Program, Participants fully and unconditionally accept these Terms without reservation.
- The invalidity, unenforceability, or illegality of any provision of these Terms shall not affect the validity or enforceability of any other provision. If any provision is determined to be invalid, unenforceable, or illegal, these Terms shall remain in effect and be construed in accordance with their terms as if the invalid, unenforceable, or illegal provision were not contained herein. Promotion Parties' failure to enforce any term of these Terms shall not constitute a waiver of that provision. In the event there is a discrepancy or inconsistency between disclosures or other statements contained

in any Loyalty Program related materials or made by any representative of the Promoter, the terms and conditions of these Terms shall prevail, govern and control.

- The Loyalty Program, including Terms, shall be governed by the laws of the State of South Carolina, excluding its choice of law rules. Any claims related to the Loyalty Program must be brought on an individual basis in a court of competent jurisdiction located in Charleston County, South Carolina.