UNITED AQUA GROUP

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Ordering

All product orders must be submitted through the UAG Store.

- Or UAG orders can be placed directly with Horizon, Harrington, and the SaaS vendors as indicated on the Store.

The Member Care team, along with your Sales Rep, will show you how to use The Store, if they have not done so already.

For ongoing support, please contact Member Care at (702) 815-0400 or via LiveChat.

Line of Credit

Your credit line is established based on several factors including, but not limited to:

- Payment history before and after joining United Aqua Group
- Current personal and corporate credit scores
- Financial performance for the most recent three years

UAG continuously monitors your purchases against your established credit limit. If invoiced amounts exceed your credit line, your account will be placed on hold, limiting your access to the Store. You can request an increase in your credit limit by either submitting financial documents via the Credit Limit Increase Form on the Member Dashboard or prepaying pending invoices.

An account may also be placed on credit hold if any invoices are overdue by 45 days or if member dues are not paid promptly.



03

Aqua Rewards Points (ARP)

Members earn Aqua Rewards Points (ARP) through qualifying purchases from vendors that participate in the early pay program and ARP is accrued annually. Find the list of vendors that provide funding for ARP by visiting the Vendors page on the UAG Store. Vendors will have the badge below next to their name.

ARP Participation Requirement:

To earn your annual accrued Aqua Rewards Points (ARP), attendance at the UAG Conference and completion of all vendor booth visits are required to earn 100% of the accrued ARP. Failure to meet these requirements will result in forfeiture of your accrued ARP.

UAG ARP Rules and Disqualifications:

Rules:

- A member's UAG account must be current (including member dues)
- Members are required to attend the annual conference
- Members must visit all vendor booths at the conference
- Members must pay via the online payment portal to qualify

Disqualifications:

- Early Buy orders, warranties and credits are disqualified
- **Any invoice with a late fee is disqualified**

Timeline:

- ARP balances are updated annually, after the annual conference.

Upon UAG Membership Termination:

- If a member leaves UAG during a fiscal year, the member forfeits all ARP (UAG and vendor) and vendor rebates for the fiscal year they leave the group.

UAG ARP Rules and Disqualifications (cont):

Balance and Statements:

- Estimated expected ARP is available on the Dashboard on the UAG Store (Owner login required)
- **Statements are emailed annually (Owner's email address only)**

What can ARP be used for?

- ARP can be used to pay expenses for UAG sponsored events so members, and member guests, can enjoy the benefits of education and networking. An ARP Request form can be submitted for reimbursement once a member meets all requirements per the event.

ARP Liquidation:

- What qualifies for liquidation? Reimbursement of certain travel expenses or to pay off AR balance. The member's UAG account must be paid/current to make any liquidation requests.

- Events will have separate requirements. For example, but not limited to, minimum hotel stays, trade show attendance, and vendor booth visits.

UAG ARP Rules and Disqualifications (cont):

Travel:

- Airfare
- Train fare
- Ground transportation
- Car Mileage (company vehicles only)
- Rental car (excludes mileage reimbursement)
- Hotel

Hotel: A copy of the statement from the hotel must be submitted with the ARP Request form to show proof of expenses incurred during UAG sponsored event. Additional room charges, including in-room meals and entertainment, are covered for ARP reimbursement.

After attending an approved UAG sponsored event, meeting, or education workshop, the attending Member(s) must submit an ARP Request Form from the Member Dashboard.

- Receipts must be included
- The member's UAG account must be paid/current

Rebate Programs

UAG may offer additional rebate programs, these are subject to availability, these include:

- Growth rebates for new and existing members

→ **Eligibility:**

- Establish an approved baseline spend (new members)
- Attendance at UAG conference
- Account must be in good standing

→ **Payout Terms: Programs are defined each year**

- 3-year payouts
- Cash back
- Combinations of the above

04

05

Referral Program

Here's how it works:

- Eligible members can earn a 2% rebate on the total sales of newly referred members, with no cap on rebate potential. Sales are calculated on a rolling 12-month basis.
- The referring member must be identified at the time of the new member's application. Both members must maintain active accounts with no past-due invoices.
- The rebate is applied to billed product invoices and issued as a credit one month after the new member's 12-month anniversary.
- Referring members are encouraged to mentor their referrals.

Awards of Distinction

The Awards of Distinction (AOD) is a time honored, Members-only competition that recognizes the hard work, dedication, and many achievements of our Members throughout the year. All Members are encouraged to submit entries that showcase exceptional construction, service and retail management. Applications are sent in late summer and are due in autumn. Winners are announced at the AOD Gala held during our Annual Conference. Winners receive commemorative plaques and marketing kits to help promote their achievements.



UAG Scholarship

The UAG Scholarship was established in 2005 to honor the memory of former Chairman, A.J. “Bud” Weisbrod. Each year numerous scholarships are awarded to eligible Member employees or dependents that seek to further their education in college or professional development. The scholarship is a celebration of our ongoing commitment to education and professional growth in the industry.

UAG SCHOLARSHIP

UAG Foundation

The UAG Foundation strives to alleviate the needs of Members experiencing tragedy as well as better the global community. We have assisted Members who lost homes during floods, given to charities, and rolled up our sleeves to help community centers.

UAG FOUNDATION

Fees

There are two types of recurring charges applicable to all Members:

Monthly dues:

- Each Member receives an invoice on the first day of the month for monthly dues of $400.00. Members now have the option to enroll in automatic payments for their dues, either monthly or can pay the $4,800 once annually. All Members pay the same monthly dues. Any delay in paying monthly dues could result in your account being placed on hold.

Management fees:

- Management fee rates decrease as your purchases increase throughout the fiscal year.
- The starting rate resets to 5% on Jan. 1 of each year.
- Your current fee status is available on the Member Dashboard in real time.

Purchase Tier	Fee
up to $150,000	5%
$150,000 to $250,000	4%
$250,000 to $1,500,000	3%
$1,500,000 to $2,500,000	2.5%
$2,500,000 and up	2%

Member Confidentiality

All United Aqua Group pricing and programs must be kept strictly confidential. Sharing information with distributors, or among manufacturers, makes it difficult for United Aqua Group to negotiate better programs on your behalf. Please ensure everyone on your team understands that you are now a United Aqua Group Member, and with that membership comes a responsibility to maintain confidentiality.

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