

Periodically coupons may be sent to HorizonHobby.com customers in conjunction with various promotions. If the coupon is clearly identified as “3 WAYS TO REDEEM”, Brick-and-mortar and online retailers may redeem these coupons adhering to the requirements listed on the coupon and rules noted below. NOTE: some coupon promotions are only redeemable through Horizon Hobby and will be noted as such.

## Redemption Requirements Summary

- 1) Require the consumer to surrender a physical copy of the coupon. (Online retailers will need the consumer to send the coupon via email or fax so it can be printed and validated prior to completing the transaction.)
- 2) Validate all terms and conditions represented on the coupon are met
  - a. Check the expiration date on the coupon to ensure it is valid.
  - b. Validate the item being purchased is an eligible product per the terms and conditions stated in the email.
- 3) Ensure the proper discount is applied to the consumer transaction and is reflected on the receipt.
- 4) Include a copy of the receipt with the request for reimbursement.
- 5) Submit the coupon to Horizon Customer Service no later than 30 days after the expiration of the coupon.

### Horizon Customer Service

**4105 Fieldstone Rd  
Champaign, IL 61822**

## Coupon Redemption Requirements

### Coupon Redemption Process:

- Each coupon submitted for credit must include the coupon and copy of the sales receipt showing the entire transaction it was applied to. In some specific cases, the maximum reimbursement for a coupon is a stated discount off of the MAP price of the eligible product.

### **Retailers are required to follow these instructions to be eligible for a credit:**

- The coupon must be submitted to Horizon with the **SKU which received the discount clearly indicated** on the coupon.
- The sales receipt must include the sale date, Horizon SKU/item number(s) the coupon is being claimed for, **and the coupon discount must** be reflected on the sales receipt.

**Coupons sent in for redemption which are missing any of the above items will not receive a credit.**

### **Payment**

All coupons submitted and approved for payment will be paid via an account credit. Coupon credits will be applied within 30 days of the program end date to the retailer's account.

Any coupons not approved will be returned to the Horizon Account Manager with a reason for non-approval to communicate with the retailers and obtain more information when requested.

### **Right to Audit**

Horizon Hobby reserves the right to audit any promotional program to validate adherence to the rules outlined in the program announcement. Audit may include a review of Point-of-Sale data to ensure coupons and sales claimed are reflected, a review of a retailer's order and shipping information to ensure product was on hand during the eligible dates of the promotion, and any other reasonable method of audit determined to be required by a Horizon funded promotional program. Participation in this coupon program by a retailer represents acceptance and agreement to willingly participate in this audit policy as stated. If a retailer has been identified as knowingly submitting ineligible or fraudulent coupons for payment, they will be completely removed from eligibility to participate in this and any future Horizon coupon promotions as determined by Horizon Hobby management.