Bilt x Lowe's Terms & Conditions

Earn 1X on Purchases at Lowe's

Through Bilt's partnership with Lowe's, a home improvement retailer, eligible Bilt Rewards members who link their MyLowe's Rewards account to their Bilt account can earn Bilt Points on eligible purchases at Lowe's, subject to these terms. In order to link the accounts, members must follow the steps outlined in the Bilt app or website. Once the accounts are linked, Bilt Rewards members will earn 1 Bilt Point for every $1 spent on net purchases (purchases minus returns and credits) at Lowe's when (i) the member is signed into their MyLowe's Rewards account online or (ii)scans their MyLowe's Rewards Member ID or enters the phone number on their MyLowe's Rewards account at checkout in store (each, an "**Eligible Lowe's Purchase**"). This 1 Bilt Point will be earned in addition to the usual rewards earned. Purchases made before the MyLowe's Rewards account is linked to the member's Bilt account are not eligible to earn Bilt Points under this offer. Bilt Points will be awarded within 5-7 days after an eligible transaction posts to your card account. Should you receive Bilt Points on an ineligible purchase, Bilt may revoke those Bilt Points at its discretion. Any Bilt Points awarded for a purchase that is later returned or refunded will be reversed. Bilt Points earned on Eligible Lowe's Purchases are subject to the Bilt Rewards Terms and Conditions and to the Bilt Rewards Point Earning Terms. All purchases at Lowe's and Lowe's loyalty program are subject to the Lowe's Terms and Conditions of Use and the MyLowe's Rewards Terms.

Purchase Lowe's HomeCare+ Through Bilt

Through Bilt's partnership with Lowe's, eligible Bilt Rewards members may purchase a Lowe's HomeCare+ subscription through the Bilt app or website and pay with Bilt Points, Bilt Cash, or an eligible card linked to the member's Bilt Wallet, subject to the following terms (each, a "**HomeCare+ Subscription**"). A HomeCare+ Subscription is priced at ninety-nine dollars ($99) per year and has a one (1) year term. Each HomeCare+ Subscription includes two (2) in-home visits per year, with up to seven (7) essential home maintenance services performed at each appointment by local Lowe's store associates. Subscribers may schedule visits in Lowe's store or through the Lowe's app or website and may select up to seven (7) services per visit. Any remaining balance not covered by Bilt Points or Bilt Cash will be charged to an eligible card linked to the member's Bilt Wallet.

HomeCare+ Benefits

HomeCare+ Home Visits

Subscriber is eligible to receive up to two (2) Home Visits during each 12-month subscription term with up to seven (7) Services per Home Visit as further detailed below. **All services are restricted to a maximum height of 12 feet.** Replacement products not included. Subscriber is responsible for having all the replacement items necessary present at the time of Home Visit. Service restrictions apply. If weather conditions that create safety risks or limit access, such as ice, snow, flooding, or extreme temperatures, or other unsafe conditions are found in Lowe's discretion, the associate may suspend service.

By scheduling Home Visits, Subscriber represents and warrants that the Subscriber has the authority to grant access to the premises and authorize the performance of HomeCare+ Services.

i.Electric Dryer Vent Cleaning

This service includes visual inspection, routine cleaning, and some disassembly and reassembly of the exterior and accessible portions of your electric dryer vent

system using minimally invasive methods on up to two (2) standard residential (non-commercial) electric dryers (at one residence per visit).
This service does not include repairs, removal of animals or obstructions beyond normal lint buildup, or inspection/cleaning of vents that are not readily accessible.

ii.HVAC Air Filter Replacement
This service includes removal and replacement of standard HVAC air filter(s), as supplied by the Subscriber and light cleaning of accessible air return grilles. Only visibly accessible vents and filters at standard ceiling or wall height (within 12 feet) will be serviced.

- This service does not include the necessary HVAC air filter(s) for replacement, diagnosing or repairing water line leaks, low water pressure, or component malfunctions.
    - The associate will not open or service the HVAC system, clean ductwork, or perform any electrical or mechanical maintenance beyond basic filter replacement and surface wiping.

iii.Refrigerator Water Filter Replacement

- This service includes the replacement of the refrigerator water filter, as supplied by the Subscriber, for refrigerators with an internal filter that is easily accessible.
- This service does not include the necessary water filter for replacement, diagnosing or repairing water line leaks, low water pressure, malfunctioning components, or installation of inline or external water filters that are not integrated into the refrigerator, or moving the appliance.

iv.Electric Water Heater Flush

- This service includes an electric water heater flushing service on one (1) water heater less than 10 years old per visit.
- This service does not include the water heater, disassembly of the water heater, replacement of parts, internal inspection, repair or diagnosis of heater performance, thermostat, elements, valves, plumbing, or the flushing of tankless, gas, or pressurized/booster systems. The flushing of water heaters that are 10 years or older in age or showing signs of inter leaks or exterior rust will not be serviced.

v.Garage Door Lubrication

- This service includes routine lubrication of accessible mechanical components of a residential garage door system, such as hinges, rollers, springs, and pulleys for up to five (5) residential garage doors at one residence per visit. This is a maintenance-only service intended to reduce noise and wear.
- This service does not include repairs, part replacements, spring tension adjustments, or electrical component service (e.g., sensors, opener motor), or corrective actions outside the approved scope.

vi.Smoke & Carbon Monoxide Detector Battery Replacement

- This service includes the replacement of batteries, as supplied by the Subscriber, in smoke and carbon monoxide detectors for up to fifteen (15) detectors. The service applies to batteries in detectors that are easily accessible (typically mounted on walls or ceilings up to 12 feet high). The built-in test button will be used to test the detector’s audible alarm function.

- This service does not include the batteries, smoke and carbon monoxide detector, repair of malfunctioning detectors or evaluation of hand-wired or interconnected alarm systems, or entry into unsafe areas to access devices.

vii.Light Bulb Replacement

- This service includes the replacement of up to thirty (30) standard household light bulbs, as supplied by the Subscriber, in fixtures up to 12-ft high that are safe and readily accessible.
- This service does not include the light bulbs. The associate will not service fixtures that require electrical work, disassembly beyond bulb access, or those that present safety concerns (e.g. broken sockets, exposed wiring, moisture exposure). The associate will not set up or program smart bulbs with apps or Wi-Fi networks.

MyLowe's Rewards Gold Status Upgrade
Subscriber will be upgraded to Gold Status on their MyLowe's Rewards Account and will have access to all Gold Status benefits. If Subscriber cancels their HomeCare+ Subscription, Account will be placed in the MyLowe's Rewards status that matches their current Eligible Purchases spend accrual at the end of the HomeCare+ Subscription Term.

5% Discount on Service-Related Items
Subscriber receives five percent (5%) discount on service-related items. Offer applies to Eligible Purchases of full-priced in-stock smoke detector and carbon dioxide detector batteries, HVAC air filters, refrigerator water filters, and light bulbs after all other applicable discounts; excludes marketplace items. Offer not valid on previous sales or with any other discount (including but not limited to, Lowe's everyday 5% credit discount, Military Discount & Lowest Price Guarantee price match). Subject to change.

Home Visit Appointment
Prior to scheduling any Home Visit appointment, Subscriber must complete all required pre-visit Home Survey questions.

Schedule Home Visit Appointment
Subscriber may schedule their Home Visit appointment at a Participating Lowe's Store or by following the steps provided:

1. Navigate to the **MyLowe's Rewards Account page**.
2. Select **HomeCare+** from the menu on the left.
3. On the **HomeCare+ Subscription page**, select **Schedule Appointment.**

Home Visit Confirmation

Subscriber must confirm their Home Visit by 4 PM the day before, or the Home Visit will be canceled. Subscriber may confirm their Home Visit appointment at a Participating Lowe's Store or by following the steps provided:

1. Go to your **MyLowe's Rewards Account page**.
2. Select **HomeCare+** from the menu on the left.
3. On the **HomeCare+ Subscription page**, select **View Details**.
4. On the **Appointment Details page**, select **Confirm.**

Edit or Cancel Home Visit Appointment
Appointments can be modified or canceled until 4 PM the day before the scheduled

Home Visit. Subscriber may edit or cancel their Home Visit appointment at a Participating Lowe's Store or by following the steps provided.

1. Navigate to the **MyLowe's Rewards Account page**.
2. Select **HomeCare+** from the menu on the left.
3. On the **HomeCare+ Subscription page** under Your Appointments, select **View Details**.
4. On the **Appointment Details page**, click the **edit icon** next to the section to edit.

Home Visit Requirements

Subscriber is responsible for ensuring the home is prepared for Home Visit as follows:

- Have all replacement items needed to complete your selected HomeCare+ Services before Home Visit. If any items required for your selected HomeCare+ Services are not at the residence before the Home Visit, those HomeCare+ Services will not be performed.
    - Air filter(s) for HVAC Air Filter Replacement
    - Water filter(s) for Refrigerator Water Filter Replacement
    - Batteries for Smoke and Carbon Monoxide Detector Battery Replacement
    - Light bulbs for Light Bulb Replacement
- Safe and unobstructed access must be provided to all service areas within the residence.
- Pets must be safely kept away from service areas for the duration of the Home Visit.
- An individual 18 years of age or older must be present at the residence for the duration of the Home Visit.
- **If there is no response at the door when the Lowe's associate arrives for the Home Visit, the Home Visit will be canceled and forfeited. Additionally, if no one 18 years of age or older is at the residence during the Home Visit, the Home Visit will be canceled and forfeited.**

Bilt Points

Members may redeem Bilt Points toward a HomeCare+ Subscription at the then-current Bilt Rewards redemption rate, as displayed in the Bilt app or website at the time of checkout. Members may use available Bilt Points to pay for all or a portion of a HomeCare+ Subscription at the point of checkout within the Bilt app or website. The redemption value of Bilt Points is determined by Bilt and is subject to change at any time at Bilt's sole discretion, in accordance with the terms and conditions of your Bilt account and applicable law. The amount of Bilt Points used for your HomeCare+ Subscription will be deducted from your Bilt account immediately upon completion of your purchase. **Bilt Cash.** Members may redeem up to ninety-nine dollars ($99) of Bilt Cash toward the cost of a HomeCare+ Subscription per year. Available Bilt Cash redemption options will automatically appear at checkout, and may be used in combination with Bilt Points and a linked card. Members may choose whether to apply their annual $99 Lowe's HomeCare+ Bilt Cash credit toward the cost of their HomeCare+ Subscription, both at the time of purchase and at each renewal. Any unused portion of the $99 limit will be forfeited solely for purposes of HomeCare+ Subscriptions and cannot be applied to another purchase. Bilt Cash is subject to the Bilt Cash Program Terms of Use, including expiration and forfeiture provisions, and any Bilt Cash that has expired or is otherwise unavailable at the time of purchase or renewal cannot be redeemed.

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Auto-Renewal

Your HomeCare+ Subscription will automatically renew through Bilt every twelve (12) months on the anniversary of your purchase date at the then-current price displayed in the Bilt app or website unless you turn off auto-renew. You may turn auto-renew on or off at any time in the Bilt app or website. You may choose whether to apply your annual Bilt Cash credit toward the cost of the renewal at any time in the Bilt app or website. Bilt will send a reminder before each renewal. Any portion of the renewal price not covered by Bilt Points or Bilt Cash will be charged to the payment method on file. If you turn off auto-renew, your HomeCare+ Subscription will remain active through the end of the then-current subscription term and will not renew.

Cancellation and Refunds

You may cancel your HomeCare+ Subscription within thirty (30) days of purchase or within thirty (30) days of each renewal and receive a refund, as long as you have not used any HomeCare+ benefits. Refunds will be issued in the form of payment used at checkout, with Bilt Points and Bilt Cash returned to your Bilt account. After the 30-day period, or once any HomeCare+ benefit has been used, your HomeCare+ Subscription is not eligible for a refund; however, you may turn off auto renew at any time.

Bilt and Lowe's reserve the right to modify, suspend, or terminate this offer at any time without prior notice. Your use of Bilt Points is subject to the Bilt Rewards Terms and Conditions.For questions regarding your Bilt Points or Bilt Cash balance, redemptions, or subscription account, please contact Bilt Support. For questions regarding HomeCare+ services, please reach out to Lowe's.

HC+ Services terms

Subscriber releases Lowe's and Bilt, and each of their respective parents, subsidiaries and affiliates, and holds each of them harmless from any claim, liability or damage relating to the MyLowe's Rewards HomeCare+ Subscription. LOWE'S, BILT, AND EACH OF THEIR RESPECTIVE PARENTS, SUBSIDIARIES AND AFFILIATES MAKE NO EXPRESS OR IMPLIED REPRESENTATION OR WARRANTY AS TO ANY BENEFITS AND WILL NOT BE LIABLE FOR INJURY, DAMAGE, LOSS OR EXPENSE RESULTING FROM THE USE OR ACCEPTANCE OF ANY PART OF THE HOMECARE+ PROGRAM.