

Ford[®] Fleet Network

Program Terms and Conditions

Updated: 12/14/18

The Ford Fleet Network Program ("Program") is brought to you by Ford Motor Company ("Ford"). Participation in the Program is subject to these Terms and Conditions ("Terms") and the [Privacy Policy](#), which is incorporated herein. These terms govern your participation in the Program.

We may update these Terms from time to time and such changes will become applicable to you if you continue to participate in the Program at any time after such changes are posted. If a material change is made, we will notify you through the Program.

The Program rewards qualified fleet(s) for eligible parts purchases. The content on www.fordfleetnetwork.com is owned by Ford and/or its affiliated companies and by affiliate and third parties that post on the site through a license from Ford, but for whom Ford assumes no direct responsibility.

PLEASE READ THESE TERMS AND THE PRIVACY POLICY CAREFULLY. IF YOU DO NOT AGREE TO THESE TERMS, PLEASE STOP PARTICIPATING IN THE PROGRAM AND USING THE SITE IMMEDIATELY.

1. PROGRAM REQUIREMENTS: Only an enrolled fleet with a FIN code may participate. Fleets are defined as entities that purchase or lease vehicles for use in conducting their day-to-day business. At its sole discretion, Ford reserves the right to determine eligibility of all Program participants.

2. PROGRAM PERIOD: Program periods may vary from program to program. Please check your Ford Fleet Network ("FFN") dashboard for the duration of each program.

3. TRANSACTION-BASED PROGRAM: Once a fleet is enrolled in the Program, the following Terms apply:

I. Participation:

(a) An enrolled fleet is assigned a purchase target determined by Ford based on historical data and the size of the fleet. Ford, at its sole discretion, at any time, may correct, modify, or update an individual fleet baseline purchase and purchase target during the duration of a program period upon receipt of updated baseline data and Ford records.

(b) A fleet must be registered in the Ford Fleet Network in order to be eligible to qualify for earnings. If a fleet registers after a program period has ended, the fleet will not receive credit for any purchases made during the prior program period. A fleet will only be eligible for qualifying purchases for current and future program periods in which it is enrolled.

(c) An enrolled fleet must purchase eligible parts from a Ford or Lincoln dealership or a Ford Authorized Distributor within applicable program dates.

(d) "Earnback Eligible Purchase" is any eligible purchase made by a fleet that qualifies for a Ford Fleet Network Earnback ("FFN Earnback").

(e) "Total Purchase" is the combined total purchases made by a fleet during a program period.

(f) An enrolled fleet receives Program purchase credit when a Ford or Lincoln dealership or a Ford Authorized Distributor processes or closes an invoice. If an invoice is opened at the end of a program period but closed during the next program period, the fleet receives purchase credit when the invoice is closed.

(g) Any parts that are returned will be deemed returned as the date of the actual physical return and the cost will be automatically deducted from the qualifying Program Purchases.

(h) Collision part purchases are excluded from the Program.

(i) Parts purchased from automotive repair shops that specialize in bodywork repair are excluded from the Program.

(j) Ford Fleet Network Earnback:

- i. **Commercial Fleet.** A commercial fleet ("Commercial Fleet") is defined as any company which has registered or leased for use in business operations five (5) or more new vehicles (any make or model) during the current or preceding calendar year, or that currently operates a fleet of fifteen (15) or more vehicles (any make or model) for business operations. When an enrolled commercial fleet has reached the assigned purchase target, the commercial fleet will receive an Awards card with a pre-loaded dollar amount based on certified fleet purchases. Awards cards will be issued for each new calendar year. A commercial fleet that reaches two different purchase targets in the same calendar year will have funds reloaded to the existing card for that calendar year.
- ii. **Government Fleet.** Government fleets are defined as: (1) eligible U.S. federal agencies or (2) eligible state and local governmental agencies. The following lists the government state and local FIN eligibility requirements for most agencies: (a) registered or leased one or more new vehicles for use in their operation (any make or model) during the current or preceding calendar or model years, or preceding twelve months or (b) currently operating a fleet in the United States of three or more vehicles (owned or leased); or (c) eligible to purchase vehicles off a state contract. Approximately two weeks after qualifying program purchases have been certified, Ford Fleet Care Credits ("Credits") will be deposited into the government fleet's Ford Fleet Care Credit account. The Credits can be used by the government fleet for the purchase of select items at any Ford or Lincoln Dealership, or Ford Authorized Distributor. The Credits must be used prior to the end date of the subsequent program. All unused credits will be forfeited when the succeeding program ends.
- iii. Beginning with the 2nd Half of 2018 a new earnings payout option will be available for Commercial and Government Fleets. A unique FordParts.com Promo code will be generated and provided to each fleet that selects this payment option through the Ford Fleet Network. The total earnings that each fleet has earned for a particular program period will be available as a credit through the Promo code. The Promo code will be equal to the value of the exact amount of eligible purchase earnings for a fleet. The Promo code can be used for all orders on www.parts.ford.com. If the purchase is more than the value of the Promo code, the fleet must pay the remaining balance with another payment method. The Promo code may be used more than once if a balance remains after a transaction. All Promo codes expire six (6) months after being issued. Any item on www.parts.ford.com can be purchased with the Promo code.

(k) All Awards Cards will be issued in the registered business name.

(l) Ford reserves the right to audit and verify all Program purchase and sales data in order to determine program eligibility. Qualifying program purchases, as reflected in Ford's records, shall be deemed correct. If a fleet has questions regarding its transaction history or any correction, or if it wishes to dispute any transaction or correction that has been applied to its FIN account, please contact Program Headquarters at 1-800-207-5517 (Monday-Friday 7:30 am - 7:00 pm EST) or via email at support@fordfleetnetwork.com. Ford has no obligation to review or correct any errors unless a fleet has provided supporting documentation and sufficient notice for Ford to review the claim within sixty (60) days of the date of the transaction in question.

(m) If Ford determines that that a fleet has failed to follow any terms of the Program, engaged in fraud or intentional misrepresentation, Program purchases will be deducted accordingly and the fleet may be terminated from the program and banned from enrollment in future incentive programs. Ford reserves the right to seek all remedies, whether available at law or at equity, criminal or civil, in the event a fleet defrauds or abuses the Program, fails to follow any terms of the Program, or makes any misrepresentation to Ford.

(n) Ford reserves the right, in its sole discretion to cancel, suspend and/or modify the Program at any time, including the rights and obligations of the enrolled fleet and Ford. Ford will post the amended Program Terms on www.fordfleetnetwork.com. To the fullest extent permitted by law, any amendment will become effective at the time specified in the posting of the amended Program Terms or, if no time is specified, at the time of posting. If a fleet continues to participate in the Program after any changes are implemented, its participation will be considered acceptance of such changes. **If you object to any changes to the Program or to these Terms, your sole recourse is to stop participating in the Program and using the Site.**

(o) Any program payout exception request must be initiated via email by the fleet within sixty (60) days of the Program end date. Ford, at its sole discretion, will determine whether or not to grant an exception to redemption period.

(p) New vehicle dealerships, and used vehicle dealerships affiliated with any new vehicle dealerships are not eligible for the Program. Ford reserves the right to periodically review and determine the eligibility of any fleet currently enrolled or requesting participation in the Program.

II. Ford Fleet Network Earnback, Credit, and Redemption:

(a) Commercial Fleet: (a) The number of Program purchases necessary to earn an Awards Card by a Commercial Fleet is determined by Ford in its sole discretion and may be changed without prior notice to the commercial fleet during the term of the Program; (b) FFN Earnback is not exchangeable for cash; (c) FFN Earnback is void if sold or exchanged for cash or other consideration or if otherwise received or used in violation of the Terms herein; (d) FFN Earnback is not capable of being combined or transferred to any other type of Ford promotional offering or reward except in Ford's sole and unfettered discretion.

(b) Government Fleet: (a) The number of Program purchases necessary to earn Credits by a government fleet is determined by Ford in its sole discretion and may be changed without prior notice to the government fleet during the term of the Program; (b) Credits are not exchangeable for cash; (c) Credits are void if sold or exchanged for cash or other consideration or if otherwise received or used in violation of the Terms herein; (d) Credits are not capable of being combined or transferred to any other type of Ford promotional offering or reward except in Ford's sole and unfettered discretion.

(c) FNN Earnback and Credits have no cash value, are non-negotiable, are not escheatable, and cannot be redeemed either in whole or in part for cash. FNN Earnback and Credits do not constitute property of any fleet and may not be brokered, bartered, attached, pledged, auctioned, gifted, sold or otherwise transferred or disposed of for consideration, or in any manner otherwise received or used in violation of the rules herein, other than by Ford or as expressly provided for in these Program Rules, and any receipt or use of rewards in violation of the terms and conditions herein will render such rewards void. Awards are not capable of being combined or transferred to any other type of Program offering or award.

(d) Each FFN member will be notified once their specific redemption period begins.

(e) At the conclusion of the 2nd Half of the 2018 program and moving forward, FFN members will be required to login to www.fordfleetnetwork.com to claim their award within thirty (30) days after data certification and the start of the award redemption period. Awards not claimed within the redemption period will be forfeited.

III. Rewards Program: In order to receive the prepaid card, qualifying purchases must satisfy the qualifying award program purchase requirements as outlined in these Terms. Failure to meet the qualifying purchase requirements will disqualify your reward credits. This offer is void where taxed, restricted or prohibited by law. All terms, conditions and rules of this rewards program are subject to change. Rewards have no cash value, are non-negotiable, are not escheatable, and cannot be redeemed either in whole or in part for cash. Awards do not constitute property of any fleet and may not be brokered, bartered, attached, pledged, auctioned, gifted, sold or otherwise transferred or disposed of for consideration, or in any manner otherwise received or used in violation of the rules herein, other than by Ford or as expressly provided for in these Program Rules, and any receipt or use of rewards in violation of the terms and conditions herein will render such rewards void. Awards are not capable of being combined or transferred to any other type of Program offering or award."

Award Card Information: Reward credits are paid in the form of a prepaid Mastercard award card. **Refer to the Welcome Letter and Cardholder Instructions included with the Card for details and other important information related to the prepaid award card.** Cards are issued by Comerica Bank, pursuant to a license by Mastercard® International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. The prepaid award card may be used to make purchases at any of the millions of merchant locations worldwide that accept Mastercard debit cards. If there are remaining funds on your Card past the Card expiration date, you will no longer be able to use the Card, but the funds will not expire. A **\$10 Closing Fee** will be deducted from any balance that remains on your Card and check for any remaining balance that will be mailed to you at the address on file. To avoid the Closing Fee, you should use all of the funds before the Card expires. Please allow up to ten (10) business days for delivery of the prepaid award card after qualifying program purchases have been certified. If you have not received your prepaid award card within approximately 10 business days after certification or have questions about the Award Program, contact Program Headquarters at 1-800-207-5517 (Monday-Friday 7:30 am – 7:00 pm EST) or via email at support@fordfleetnetwork.com.

4. FORD FLEET NETWORK ADDITIONAL RULES: (a) Ford is not responsible for communications, including Award Cards, lost due to a change of address or other contact information; (b) Taxes on Award Cards or Credits may apply where required by law. Any tax liability, including disclosure, is the sole responsibility of the fleet. Please consult your tax professional; (c) From time to time, qualifying purchases totals will be updated in the Program. Please log-in and check the Program website (www.FordFleetNetwork.com) for the most up-to-date purchase totals; (d) Ford may waive compliance with these terms and conditions in its sole discretion and may run promotions from time to time that provide enhanced benefits to select fleets.

5. SPONSOR: Ford Motor Company is the exclusive sponsor of this Program.

6. INDEMNITY. HOLD HARMLESS. By enrolling in the Program, you agree that you will defend, indemnify and hold harmless Ford, its subsidiaries and affiliates, their respective distributors, dealers, dealer associations, suppliers, licensors, partners and advertising and promotions agencies (collectively, the "Ford"), from and against all the liabilities, claims, damages and expenses (including reasonable attorneys' fees and costs) arising out of any participation in the Program by or through you including any of its features or services, your breach or alleged breach of these Terms, and/or your breach or alleged violation of the patent, copyright, trademark, proprietary or other rights of third parties. Ford reserves the right to assume the exclusive defense and control of any matter otherwise subject to indemnification by a fleet, and, in such case, the fleet shall agree to cooperate with defense of such claim by Ford.

7. MISCELLANEOUS

These Terms (including any supplemental or other terms referenced herein) constitute the entire agreement regarding the Program. Unless and to the extent local law requires otherwise, these Terms are governed by, and construed in accordance with, the laws of the State of Michigan, except in relation to any conflict of law provisions thereof. Unless local law mandates otherwise, all lawsuits arising from or relating to these Terms shall be brought in: (A) the United States District Court for the Eastern District of Michigan, Southern Division in Detroit, as to any claim or proceeding over which it may have jurisdiction; or, (B) the Circuit Court for the County of Oakland, Michigan (6th Circuit – Pontiac) as to all other claims or proceedings. If a court determines that any term or condition in these Terms is illegal or unenforceable, then such term will be eliminated and the remaining terms and conditions will remain in full force and effect. Our failure to exercise or enforce any right or provision of these Terms shall not constitute a waiver of such right or provision. If any provision of these Terms is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and the other provisions of these Terms remain in full force and effect.

The headings in these Terms are for convenience only and have no legal or contractual effect.

Neither the Program nor any Reward or benefit offered by the Program creates, constitutes or gives rise to any legal or contractual rights by an enrolled fleet against Ford Motor Company.

8. INTERPRETATION OF PROGRAM TERMS

All interpretations of these Program Terms will be at Ford's sole discretion and Ford's decisions will be final.

Operator / Contact Us

The Service is operated by Ford Motor Company, One American Road, Dearborn, Michigan 48126 United States of America.

If you have any questions, comments, or claims regarding the Service you may contact Program Headquarters at:

Phone: 1-800-207-5517 (Monday - Friday 7:30 AM - 7:00 PM EST)

Email: support@fordfleetnetwork.com.