



GAP Rewards® Program Terms and Conditions

Effective Date: July 1, 2026

Last Updated: July 1, 2026

These Terms and Conditions ("Terms") govern participation in the GAP Rewards® Program operated by GAP Professional Products® ("GAP," "we," "our," or "us").

By registering for, accessing, or participating in the GAP Rewards® Program, you acknowledge that you have read, understood, and agreed to these Terms.

1. Program Overview

The GAP Rewards® Program is designed to recognize and reward eligible automotive professionals for their participation in the sale, performance, or use of eligible GAP Professional Products® and services.

The program consists of two reward streams:

- 1. GAP Rewards® for Technicians and Service Advisors**
- 2. GAP Rewards® for Detailers**

Each reward stream has different earning and redemption requirements but is governed by these Terms.

Participation in the GAP Rewards® Program does not create an employment, agency, partnership, joint venture, or contractor relationship between a participant and GAP Professional Products®.

2. Definitions

For the purposes of these Terms:

Account means an individual participant's registered GAP Rewards® account.

Eligible Service means a GAP service that qualifies for rewards under the program, as determined by GAP or the participating dealership.

Participant means an eligible individual who has registered for the GAP Rewards® Program and agreed to these Terms.

Repair Order or RO means the dealership repair order associated with an eligible service sold or performed.

Reward Card means an official GAP Rewards® card used to record eligible services or collect official GAP sticker coins.



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Rewards means the dollar-value credits recorded in a participant's account after an eligible submission has been reviewed and approved.

Sticker Coin means an official GAP sticker coin obtained from an eligible 20-litre pail of participating GAP product.

3. Eligibility

To participate in the GAP Rewards® Program, an individual must:

- be at least 18 years of age;
- be a legal resident of Canada;
- register for an individual GAP Rewards® account;
- provide complete and accurate registration information;
- comply with these Terms; and
- participate only where the program is legally offered.

Participation is void where prohibited by law.

Technicians and Service Advisors

Technicians and service advisors may participate only when their employing dealership or workplace has enrolled in or been approved for the applicable GAP Rewards® Program.

The program is intended for individual technicians and service advisors working at participating dealerships or automotive service facilities.

Detailers

Eligible individual detailers residing in Canada may participate in the GAP Rewards® for Detailers program. Employment at a participating dealership is not required unless GAP specifies otherwise for a particular promotion.

Business entities cannot earn rewards. A dealership or other business may have multiple participating employees, but each individual must register and maintain a separate account.

4. Registration and Accounts

Registration is required before an individual can begin earning or redeeming rewards.

Each participant may maintain only one active account. Accounts and rewards cannot be:

- shared;
- combined;
- transferred;



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- sold;
- assigned; or
- used by another individual.

Participants are responsible for:

- maintaining the confidentiality of their account credentials;
- all activity conducted through their account;
- ensuring their registration and contact information remains complete and accurate; and
- promptly notifying GAP of suspected unauthorized account activity.

GAP is not responsible for losses resulting from a participant's failure to protect their account information.

5. Earning Rewards for Technicians and Service Advisors

Technicians and service advisors earn rewards by selling or performing eligible GAP services offered through their participating dealership or workplace.

For each eligible service, the participant must record the following information on an official GAP Rewards® card:

- the applicable Repair Order number; and
- the type of service sold or performed, such as engine, fuel, brake, cooling, transmission, or another eligible service category.

A service advisor may record an eligible service that they personally sold.

A technician may record an eligible service that they personally performed.

Once the Reward Card is complete, the participant must submit it through the designated online submission process.

Each eligible service has a specific reward value. Reward values may vary based on the service type, dealership, workplace, program structure, or promotion. Applicable reward values are determined by GAP and/or the participating dealership or workplace.

6. Earning Rewards for Detailers

Detailers earn rewards by collecting official GAP sticker coins from eligible 20-litre pails of participating GAP products.

Each eligible sticker coin has a reward value of **\$1.00 CAD**, unless GAP communicates a different value for a particular product, promotion, or period.



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Sticker coins must be affixed to an official GAP Rewards® card. Once the card is complete, it must be submitted through the designated online submission process.

Only original sticker coins obtained from eligible GAP products qualify. Photocopies, reproductions, altered stickers, or unofficial materials will not be accepted.

7. Submission Requirements

Participants are responsible for ensuring that all information submitted is complete, accurate, truthful, and legible.

Submitting a Reward Card does not guarantee that rewards will be approved or credited.

GAP may reject or delay any submission that is:

- incomplete;
- inaccurate;
- illegible;
- damaged;
- altered;
- duplicated;
- submitted using unofficial materials;
- inconsistent with program requirements;
- unsupported by dealership or workplace records; or
- suspected of being fraudulent or otherwise invalid.

GAP may request supporting documentation or verification, including confirmation from a dealership, workplace, manager, or other authorized representative.

GAP may correct administrative, clerical, processing, or account errors at any time. This includes correcting rewards that were credited incorrectly because of an error, duplicate submission, inaccurate information, or system issue.

Participants are responsible for lost, stolen, misplaced, or damaged Reward Cards and sticker coins.

8. Reward Processing

Rewards are credited only after a completed Reward Card has been received, reviewed, and approved by GAP.

Processing times may vary. GAP may delay processing while verifying a submission or investigating a suspected error, duplication, or misuse.



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Participants should retain copies or photographs of submitted Reward Cards and any related documentation until the applicable rewards have been credited.

GAP's records will govern in the event of a discrepancy, subject to any rights that cannot be excluded under applicable law.

9. Redeeming Rewards

Technicians and Service Advisors

Approved rewards may be redeemed for gift cards made available through the GAP Rewards® Program.

Available gift card brands, denominations, quantities, and delivery methods may change without notice.

Detailers

Approved rewards may be redeemed for available:

- GAP Professional Products® consumer products;
- GAP merchandise; or
- other rewards offered through the program.

GAP determines which rewards are available and may add, remove, replace, or limit reward offerings at any time.

Unless GAP specifies otherwise, there is no minimum redemption amount. Certain products, gift cards, or merchandise may require a minimum account balance or may be available only in set denominations.

Rewards:

- have no cash value outside the program;
- cannot be exchanged for cash;
- cannot be transferred to another participant;
- cannot be sold or assigned;
- cannot be used as payment on a GAP customer account; and
- cannot be combined between participants.

All reward redemptions are subject to availability. Physical products and merchandise are available while supplies last.

10. Orders, Shipping and Cancellations



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Shipping and delivery timelines are estimates and are not guaranteed.

Participants are responsible for providing complete and accurate delivery information. GAP is not responsible for orders delayed, lost, or misdelivered because of incorrect or incomplete information supplied by a participant.

Additional shipping restrictions, charges, or delivery limitations may apply to certain locations or rewards and will be communicated where applicable.

If a reward order is cancelled before fulfillment or shipment, the applicable reward value will be returned to the participant's account.

Once an order has been fulfilled or shipped, it cannot be cancelled, returned, or exchanged unless:

- the item was damaged or defective when received;
- GAP shipped the incorrect item; or
- a return or replacement is required by applicable law.

Gift cards are final once issued and cannot be returned, exchanged, replaced, or refunded except where required by law or permitted by the applicable gift card issuer.

11. Reward Expiration and Inactive Accounts

Rewards expire two years after the date they are credited to the participant's account.

The expiration period begins on the date GAP approves the submission and credits the rewards, not the date the participant completed or submitted the Reward Card.

Expired rewards will be removed from the account and cannot be reinstated, except where required by applicable law.

An inactive account may lose rewards as they reach their applicable two-year expiration dates.

GAP may close an account that has remained inactive for an extended period. Before closing an inactive account, GAP may provide notice using the most recent contact information associated with the account.

12. Taxes and Tax Information

Participants are solely responsible for determining and satisfying any federal, provincial, or territorial tax obligations arising from rewards earned or received through the GAP Rewards® Program.

Where required by applicable Canadian tax legislation or Canada Revenue Agency requirements, GAP may:



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- request additional identifying or tax information;
- request a participant's Social Insurance Number;
- report rewards or payments to the appropriate government authority; and
- issue an applicable tax information slip, including a T4A where required.

Providing a Social Insurance Number for program registration is optional. However, once a participant reaches an amount for which GAP reasonably determines that tax reporting information is required, the participant must provide the information necessary for GAP to meet its legal reporting obligations.

A participant who chooses not to provide required tax information may be prevented from earning or redeeming additional rewards once the applicable reporting threshold has been reached.

GAP does not provide personal tax advice. Participants should consult a qualified tax professional regarding their individual circumstances.

13. Privacy and Personal Information

Participation in the GAP Rewards® Program requires GAP to collect, use, store, and, where necessary, disclose certain personal information.

Personal information may be used for purposes including:

- registering and administering participant accounts;
- reviewing and verifying submissions;
- processing and delivering rewards;
- communicating program information;
- preventing and investigating fraud or misuse;
- maintaining program records;
- fulfilling tax-reporting requirements; and
- complying with legal and regulatory obligations.

Personal information will be handled in accordance with the GAP Professional Products® Privacy Policy and applicable Canadian federal, provincial, and territorial privacy laws.

Participants should review the GAP Professional Products® Privacy Policy before registering.

Where consent is required, participants may withdraw their consent subject to legal or contractual restrictions. Withdrawal of consent may affect GAP's ability to administer an account or provide rewards.



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14. Fraud, Misuse and Audits

Participants must not attempt to obtain rewards through false, misleading, unauthorized, or abusive activity.

Prohibited activities include:

- submitting the same Reward Card more than once;
- submitting the same Repair Order more than once;
- altering or reproducing Reward Cards or sticker coins;
- falsifying Repair Order numbers;
- claiming services that were not sold or performed;
- claiming a service sold or performed by another person;
- counterfeiting sticker coins;
- transferring sticker coins or eligible services in a manner intended to manipulate the program;
- creating multiple accounts;
- providing false registration or tax information; or
- attempting to interfere with the operation or security of the program.

GAP may audit any submission or account and may contact a dealership, workplace, manager, or other authorized representative to verify program activity.

Where GAP reasonably believes that fraud, abuse, duplication, or other misuse has occurred, GAP may:

- reject or cancel submissions;
- withhold or reverse rewards;
- cancel pending redemptions;
- suspend access while conducting an investigation;
- terminate the participant's account;
- forfeit some or all accumulated rewards; and
- pursue any other remedy available under applicable law.

GAP's decisions regarding eligibility, submissions, verification, and rewards are final, subject to applicable law.



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15. Account Closure and Termination

A participant may request closure of their account by contacting GAP.

Unless otherwise required by law, any unredeemed rewards remaining when a participant voluntarily closes their account will be forfeited.

GAP may suspend or terminate an account where:

- the participant is no longer eligible;
- the participant violates these Terms;
- the participant provides false or misleading information;
- fraud, abuse, or unauthorized activity is suspected;
- continued administration of the account would violate applicable law; or
- the program or applicable reward stream is discontinued.

Rewards associated with fraud, abuse, or a violation of these Terms may be forfeited.

16. Program Changes

GAP reserves the right to modify the GAP Rewards® Program and these Terms at any time, subject to applicable law.

Changes may include:

- reward values;
- earning requirements;
- eligible services or products;
- participating workplaces;
- redemption requirements;
- reward offerings;
- expiration rules;
- eligibility requirements;
- processing procedures; and
- any other program feature.

Updated Terms will be posted on the GAP Rewards® website or communicated through another official program channel.

Unless a later effective date is stated, updated Terms become effective when posted. Continued participation after the effective date constitutes acceptance of the updated Terms.



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Where applicable law requires advance notice, individual notice, consent, or another procedure before a change can take effect, GAP will comply with those requirements.

17. Program Suspension or Termination

GAP may suspend or discontinue all or part of the GAP Rewards® Program, subject to applicable law.

If the program is discontinued:

- GAP will stop accepting new Reward Card submissions as of the communicated program end date;
- participants will retain approved rewards credited before the program end date; and
- participants will be given a reasonable period, as determined by GAP and subject to applicable law, to redeem remaining approved rewards.

Rewards not redeemed within the communicated redemption period may be forfeited unless otherwise required by law.

18. Limitation of Liability

To the fullest extent permitted by applicable law, GAP and its directors, officers, employees, representatives, service providers, and affiliates will not be liable for losses or damages arising from:

- website, account, or system interruptions;
- technical or communication failures;
- delayed, lost, or incomplete submissions;
- unauthorized access resulting from a participant's failure to protect their account;
- processing delays;
- inaccurate information provided by a participant;
- shipping or delivery delays;
- lost or stolen rewards or gift cards;
- reward unavailability;
- third-party products or services;
- actions or omissions of gift card issuers, delivery providers, dealerships, workplaces, or other third parties; or
- circumstances beyond GAP's reasonable control.

Where liability cannot legally be excluded, GAP's liability will be limited to the greatest extent permitted by applicable law.



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Nothing in these Terms excludes, restricts, or limits any statutory warranty, consumer right, privacy right, or other legal protection that cannot lawfully be excluded or limited under applicable federal, provincial, or territorial law.

19. Third-Party Rewards and Services

Gift cards, merchandise, delivery services, and other rewards may be supplied or administered by third parties.

Third-party rewards may be subject to additional terms, conditions, restrictions, expiry rules, or privacy practices established by the applicable provider.

GAP does not control and is not responsible for the acts, omissions, products, systems, or services of third-party providers, except to the extent required by applicable law.

The inclusion of a third-party reward does not constitute an endorsement or guarantee by GAP.

20. Intellectual Property

GAP Rewards®, GAP Professional Products®, associated trademarks, logos, graphics, Reward Cards, sticker coins, program materials, website content, and related intellectual property are owned by or licensed to GAP.

Participants may not copy, reproduce, alter, distribute, publish, sell, or otherwise use GAP intellectual property without prior written authorization.

Nothing in these Terms grants a participant any ownership interest or licence in GAP's intellectual property except the limited right to use official program materials for their intended purpose.

21. Force Majeure

GAP will not be responsible for a delay or failure to perform its obligations where the delay or failure results from circumstances beyond its reasonable control.

Such circumstances may include:

- natural disasters;
- severe weather;
- fires or floods;
- labour disputes;
- transportation or supply-chain disruptions;
- government actions;
- public-health emergencies;
- cyber incidents;



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- failures of communication or technology systems; or
- interruptions involving third-party suppliers or service providers.

22. Disputes and Missing Rewards

A participant who believes rewards have not been properly credited should contact GAP within 90 days of the applicable submission or account transaction.

The participant should provide:

- their full name;
- the email address associated with the account;
- a copy or photograph of the Reward Card;
- the submission date;
- applicable Repair Order numbers or sticker coin information; and
- any other information reasonably requested by GAP.

GAP will review the available program records and supporting information before making a determination.

Nothing in this section prevents a participant from exercising any right or remedy available under applicable law.

23. Governing Law and National Application

The GAP Rewards® Program is offered to eligible participants across Canada and is subject to applicable federal, provincial, and territorial laws.

These Terms will be governed by and interpreted in accordance with the laws of the Province of New Brunswick and the federal laws of Canada applicable in New Brunswick, without regard to conflict-of-law principles.

However, participants remain entitled to any mandatory rights or protections provided by the laws of the province or territory in which they reside. Nothing in these Terms requires a participant to waive a right or protection that cannot legally be waived.

To the extent permitted by applicable law, any legal proceeding relating to the GAP Rewards® Program or these Terms must be brought before a court of competent jurisdiction in the Province of New Brunswick.



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Where applicable law permits or requires a participant to bring a proceeding in another province or territory, that legal right will not be restricted by these Terms.

24. Severability

If any provision of these Terms is found to be invalid, illegal, or unenforceable, that provision will be interpreted or limited to the minimum extent necessary to make it enforceable.

If it cannot be made enforceable, it will be severed from these Terms. The remaining provisions will continue in full force and effect.

25. No Waiver

A failure or delay by GAP in enforcing any provision of these Terms does not constitute a waiver of that provision or of GAP's right to enforce it later.

26. Entire Agreement

These Terms, together with the GAP Professional Products® Privacy Policy and any program rules or promotional terms expressly incorporated by reference, constitute the entire agreement between GAP and the participant concerning the GAP Rewards® Program.

Where separate terms apply to a specific promotion, those promotional terms will govern that promotion. These Terms will continue to apply to all matters not addressed by the promotional terms.

27. Contact Information

Questions, account inquiries, missing-reward disputes, and other communications regarding the GAP Rewards® Program may be directed to:

GAP Professional Products®

Email: shelby@gapro.ca

Phone: 1-844-427-2886

Mailing Address:

122 Route 105, Keswick Ridge, NB, Canada E6L 1B1

Acceptance

By registering for or participating in the GAP Rewards® Program, you confirm that you:

- have read and understood these Terms;
- meet the program's eligibility requirements;



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- agree to comply with these Terms; and
- consent to the collection, use, and disclosure of personal information as described in the GAP Professional Products® Privacy Policy and as otherwise permitted or required by law.



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