



## WATTYL PRODISCOUNTS®

### FREQUENTLY ASKED QUESTIONS FOR CUSTOMERS

#### **HOW DO I QUALIFY FOR THE PROGRAM?**

Wattyl PRODiscounts® is open to all professional painters who are registered Business owners that have a Valspar / Sherwin-Williams Trade Account and, are legal residents of Australia or New Zealand, and are 18 years or over.

#### **IS THE PROGRAM FOR FREE? IS THERE A MINIMUM SPEND PER YEAR?**

Yes, Wattyl PRODiscounts® is free! To remain in the program, your Trade Account must remain open, trade each quarter, and have a minimum spend of \$1000 each calendar year.

#### **HOW LONG IS THE MEMBERSHIP FOR? IS IT A CONTRACT?**

There is no contract. Membership continues each year the program is in operation on the condition your Trade Account remains open, trade each quarter, and have a minimum spend of \$1000 each calendar year.

#### **WHAT IF I DON'T HAVE AN ACCOUNT NO?**

If you are a professional painter, the first step is to open a Valspar / Sherwin-Williams Account. To do this call Customer Care on 132 101 (AUS) or 0800 825 7727 (NZ). Based on the type of account you are interested in, Customer Care will direct you to the next step.

If you are a retail customer (i.e., non-professional painter, or someone who isn't eligible to open a Valspar / Sherwin-Williams Account), you are invited to join our retail program, Wattyl Paint Perks®. Information about Wattyl Paint Perks® is at [paintperks.wattyl.com.au](http://paintperks.wattyl.com.au) and [paintperks.wattyl.co.nz](http://paintperks.wattyl.co.nz)

#### **CAN I OPT OUT OF THE PROGRAM AT ANY TIME?**

You can opt-out of membership by emailing [prodiscounts@wattyl.com.au](mailto:prodiscounts@wattyl.com.au) or [prodiscounts@wattyl.co.nz](mailto:prodiscounts@wattyl.co.nz) at any time. You can opt-out of receiving emails at any time by activating the unsubscribe link in the email. To opt-out of receiving SMS Customers just to reply to an SMS with 'STOP'.

#### **WHERE DO THE DETAILS GO ONCE I HAVE REGISTERED?**

Personal Information will only be used for marketing, promotion and provision of information which Sherwin-Williams deems would be of interest to Wattyl PRODiscounts® Program members. Your information will be maintained and handled according to Sherwin-Williams' Privacy Policy. To view Sherwin-Williams Privacy Policy please visit: [prodiscounts.wattyl.com.au](http://prodiscounts.wattyl.com.au) or [prodiscounts.wattyl.co.nz](http://prodiscounts.wattyl.co.nz)

#### **CAN I JUST GIVE YOU MY TRADE ACCOUNT NO.?**

There is a minimum amount of information we required to register and maintain your Wattyl PRODiscounts® account as shown on the registration form. By providing us this information we can also ensure that we have the most up to date details for you.

### **DO I HAVE TO HAVE AN EMAIL ADDRESS?**

Yes, an active email address is needed. Providing us with an email address ensures you will remain up to date with the Wattyl PRODiscounts® program information. Most offers will be communicated by email and SMS.

You can opt-out of receiving emails at any time by activating the unsubscribe link in the email. To opt-out of receiving SMS you just to reply to an SMS with 'STOP'.

### **IS IT THE SAME PROGRAM IN AUSTRALIA AND NEW ZEALAND?**

The Wattyl PRODiscounts® program runs across Australia and New Zealand, however from time to time different offers may be available depending on the country and local marketing activity. If a business trades in both Australia and New Zealand, it is recommended you register in both Countries to ensure they receive all offers.

### **I HAVE A QUESTION ABOUT WATTYL PRODISCOUNTS®, WHO DO I CONTACT?**

Please contact your local Wattyl Paint Centre, your Trade Representative or email us at [prodiscounts@wattyl.com.au](mailto:prodiscounts@wattyl.com.au) or [prodiscounts@wattyl.co.nz](mailto:prodiscounts@wattyl.co.nz)

### **HOW DO I UPDATE MY DETAILS?**

It's easy, please visit your local Wattyl Paint Centre store or contact your Trade Representative, and/or email [prodiscounts@wattyl.com.au](mailto:prodiscounts@wattyl.com.au) or [prodiscounts@wattyl.co.nz](mailto:prodiscounts@wattyl.co.nz).

Note, updating your Wattyl PRODiscounts® information won't update your Trade Account details with Sherwin-Williams Finance & Accounts team, and vice-versa. This is to ensure your personal information is protected.

### **WHY SHOULD I JOIN WATTYL PRODISCOUNTS®?**

Why not be reward for shopping for your painting supply needs! Wattyl's PRODiscounts® program has been developed to reward the Professional Painters for their partnership. Members will enjoy everyday savings, as well as additional business rewards and benefits just for shopping with Wattyl. For your success is our success! So come for the painting supplies, stay for the benefits.

Get the most out of your membership by also subscribing to our email list; so you never miss out on an exclusive VIP offer or promotion with Wattyl PRODiscounts® membership.

As Wattyl PRODiscounts® continues to grow there will be more benefits added to the program including special VIP events, early access to products and sales offer and many more.

Join today and start being rewarded.

### **HOW DO I REGISTER FOR WATTYL PRODISCOUNTS®?**

Existing Trade Account customers can sign up by:

1. Via your local Sherwin-Williams Trade Representative and completing a Registration Form
2. At the service counter in a Wattyl Paint Centre in Australia or New Zealand and fully completing a Registration Form
3. Register your interest online by:
  - a. Visiting [prodiscounts.wattyl.com.au](http://prodiscounts.wattyl.com.au) or [prodiscounts.wattyl.co.nz](http://prodiscounts.wattyl.co.nz); and
  - b. On the Contact Us link, complete the form labelled "Please sign me up as a Wattyl PRODiscounts® Member"; and
  - c. A member of our team will confirm that you are an existing Trade Account Holder and will be contact with you, and then via their local Sherwin-Williams Trade Representative and completing a Registration Form

### **IS THERE ANYTHING ELSE I SHOULD KNOW?**

For more information about Wattyl PRODiscounts® please refer to the program Terms and Conditions available at [prodiscounts.wattyl.com.au](http://prodiscounts.wattyl.com.au) or [prodiscounts.wattyl.co.nz](http://prodiscounts.wattyl.co.nz)