

**1. Terms and conditions of the RONAdvantages Program and the RONA card**

To enjoy the benefits of the RONAdvantages program (hereinafter called the "Program"), you must be a resident of Canada and have a RONA private-label credit card (hereinafter called the "RONA card"). All RONA card applications are subject to the Fédération des caisses Desjardins du Québec ("the Federation") approval. Certain conditions apply. Cardholders must refer to the variable credit agreement (VCA) for all other terms of credit.

The RONA card is accepted at participating RONA, L'Entrepôt RONA, Home & Garden by RONA and Réno-Dépôt, as well as at other participating RONA Inc. (hereinafter called "RONA") banners. The complete list of participating retailers is available at [ronadvantages.ca](http://ronadvantages.ca).

This Program is open exclusively to individual consumers; corporations and other organizations are not eligible. With the exception of the AIR MILES® program, a RONA card cardholder may not combine Program offers with any other existing program, including but not limited to: an available volume discount\* or rebate program\*, or a commercial agreement\*, whether or not linked to a charge account at a particular store.

\* Including commercial and individual discount price lists offered by a merchant.

**2. Benefits and features of the RONAdvantages Program**

**2.1 AIR MILES® advantage**

**A. 1 AIR MILES reward mile for every \$20 in monthly purchases before taxes**

RONA card cardholders receive 1 AIR MILES reward mile for every \$20 in purchases before taxes charged to their RONA card, according to their billing cycle. The number of AIR MILES reward miles awarded is rounded down to the next whole number; fractions of reward miles are not awarded. AIR MILES reward miles are awarded on all transactions made with the RONA card (sales minus returns) at participating stores. Interest charges and other fees are excluded from the calculation of AIR MILES reward miles. AIR MILES reward miles are transferred to the collector's AIR MILES account up to thirty (30) days following the issuance of the collector's RONA account statement.

To receive AIR MILES reward miles, the cardholder must provide his/her AIR MILES collector number in the appropriate space on the RONA credit card application form. RONA card cardholders who do not have an AIR MILES Collector Card must request one online at [www.airmiles.ca](http://www.airmiles.ca). RONA card cardholders must then provide Desjardins Card Services with their AIR MILES collector number by calling 1-800-363-3380. AIR MILES reward miles begin accumulating from the date on which Desjardins Card Services receives the RONA cardholder's AIR MILES collector number. The retroactive issuance of AIR MILES reward miles is not authorized nor granted. This offer may be modified or cancelled without notice.

To receive **up to 2x** the AIR MILES reward miles, RONA card cardholders must pay for their transactions using the RONA card and present their AIR MILES Collector Card at the same time. The standard base AIR MILES offer at RONA, L'Entrepôt RONA and Home & Garden by RONA is: one (1) AIR MILES reward mile for every \$20 purchases before taxes and excluding the purchase of gift cards.

Bonus mile offers apply only upon presentation of the AIR MILES Collector Card and do not apply to the RONA card, with the exception of AIR MILES promotional offers linked to use of the RONA card which may be in effect from time to time.

If AIR MILES bonus miles are issued through a promotion linked to the use of the RONA card, they will be issued only in respect of the offer's conditions.

**B. Modifications**

RONA reserves the right to change, suspend or cancel the benefits described herein, in part or in whole, at any time, with or without notice to the cardholder and as provided by law.

**2.2 Cash back in the form of RONA gift cards advantage**

**A. Annual RONA cash back calculation in the form of RONA gift cards**

RONA card cardholders can obtain from RONA up to 5% cash back annually in the form of RONA gift cards. The amount of the annual cash back in the form of RONA gift cards is determined as a percentage ranging between 2% and 5% according to the rebate scale shown below. All transactions charged to the regular limit, as well as those charged to the Desjardins Accord D financing limit for the RONA card, are included in cash back calculation. Transactions charged through the RONA card: taxes, interest charges and other fees are excluded from the calculation. To be eligible for the rebate, the value of the annual purchase transactions posted to the RONA card, less the value of the annual return transactions posted to the card, must exceed \$2,000, in which case an annual cash back rebate percentage will be determined as per the rebate scheme below.

**The annual limit for cash back in the form of RONA gift cards is \$1,000.**

Detailed cash back scale based on annual purchases before taxes:

|                          |                     |
|--------------------------|---------------------|
| \$2 000,00 to \$4 999,99 | = 2%                |
| \$5 000,00 to \$7 499,99 | = 3%                |
| \$7 500,00 to \$9 999,99 | = 4%                |
| \$10 000,00 or more      | = 5% (max. \$1,000) |

- The cash back in the form of RONA gift cards is calculated on the anniversary of the RONA card's issuance date and is rounded up to the nearest whole number.
- RONA gift cards are sent by registered mail no later than sixty (60) days after the RONA card's anniversary date.
- For a cardholder to be entitled to this benefit, his or her RONA card account must be open and in good standing at the moment the gift cards, if any, are issued.

## Annual cash back examples

### **Example 1**

|   |              |
|---|--------------|
| Total of all transactions (before taxes) charged to the Accord D Desjardins financing limit | \$350        |
| Regular purchases (before taxes) charged to the card  | \$100        |
| Merchandise returns (before taxes) charged to the card                                      | - \$25       |
| <b>Total value of all transactions (before taxes)</b>                                       | <b>\$425</b> |

No cash back will be issued, as the \$2 000 minimum has not been reached.

### **Example 2**

|   |                |
|---|----------------|
| Total value of all transactions (before taxes) charged to the Accord D Desjardins financing limit | \$5 000        |
| Regular purchases (before taxes) charged to the card  | \$1 500        |
| Merchandise returns (before taxes) charged to the card  | - \$100        |
| <b>Total value of all transactions (before taxes)</b>   | <b>\$6 400</b> |

Cash back percentage reached 3%  
**Value of the cash back in the form of RONA gift cards \$192**

### **Example 3**

|   |                 |
|---|-----------------|
| Total value of all transactions (before taxes) charged to the Accord D Desjardins financing limit | \$23 000        |
| Regular purchases (before taxes) charged to the card  | \$4 500         |
| Merchandise returns (before taxes) charged to the card  | - \$500         |
| <b>Total value of all transactions (before taxes)</b>   | <b>\$27 000</b> |

Cash back percentage reached 5% (maximum of \$1 000)  
**Value of the cash back in the form of RONA gift cards \$1 000**

## **B. Verifying the cumulative transaction value**

Cardholders are responsible for verifying every account statement they receive. They must advise the Federation of any error or omission on their account statement.

RONA reserves the right to ask the cardholder to provide copies of invoices for transactions posted to his or her RONA account in order to calculate the annual cash back in the form of RONA gift cards. RONA shall not be held accountable, and will not accept liability, in case of any error on the part of the Federation.

Cardholders who believe that they have not received the correct annual cash back amount in the form of RONA gift cards must provide proof, in writing and with the supporting documents (sales receipts), to the following address:

RONA Inc.  
Attention: Marketing Department - RONAdvantages  
220 Chemin du Tremblay  
Boucherville QC J4B 8H7

**C. Expiry of RONA gift cards**

RONA gift cards issued as part of the Program have no expiry date. The RONA gift cards are deemed to be active from the moment they are sent by registered mail or delivered directly to the RONA cardholder in any other manner. The RONA cardholder must accept the RONA gift card's terms and conditions as stated on the back of each card.

**D. Modifications**

RONA reserves the right to change, suspend or cancel the benefits described herein, in part or in whole, at any time with or without notice to the cardholder and as provided by law.

**2.3 Flexible payment options benefits**

At all times, to benefit from one of the payment options described below, the cardholder must request it from the merchant at the time of the transaction.

Eligibility to these payment options is, at all times, subject to the Federation approval. Interest rates are subject to change.

The financing options offered by RONA cannot be used for the purchase of RONA gift cards. The financing program does not apply to online purchases.

**A. Deferred payment interest-free**

- Pay in three (3) months interest-free, minimum \$100 purchase before taxes
- Pay in six (6) months interest-free, minimum \$300 purchase before taxes

If the financed amount is not paid in full by the payment deadline, it will be converted into financing payable in equal monthly instalments bearing interest at an annual rate of 21,9%, as per the table below:

| Balance at the due date  | Number of equal monthly instalments |
|--------------------------|-------------------------------------|
| Less than \$1 000,00     | 12                                  |
| \$1 000,00 to \$2 999,99 | 24                                  |
| \$3,000,00 or more       | 36                                  |

| EXAMPLES OF INTEREST CHARGES |                       |          |                       |        |
|------------------------------|-----------------------|----------|-----------------------|--------|
|                              | ANNUAL COST           |          | COST FOR 30 DAYS      |        |
| ANNUAL INTEREST RATE         | Average daily balance |          | Average daily balance |        |
|                              | \$100                 | \$500    | \$100                 | \$500  |
| 19.9%                        | \$19.90               | \$99.50  | \$1.64                | \$8.18 |
| 21.9%                        | \$21.90               | \$109.50 | \$1.80                | \$9.00 |

The annual interest rate may apply to regular purchases, equal payment financing, deferred payment financing, deferred equal payment financing or multiple purchases by equal payment financing.

**B. Multiple-purchase plan**

The "**Multiple purchases through equal payments**" offer or "**Multi-purchase Plan**" allows the customer to make multiple purchases over a period of two (2) months ("the deferral period") for a specific project, without making any payment nor incurring interest during this period. At the end of the deferral period, the balance of the multiple purchases is payable in twenty-four (24) or thirty-six (36) equal and consecutive monthly instalments, accordingly to the plan registered during the deferral period, at an annual interest of 13.5% if the balance is less than \$2,500 or, if the balance is equal to or greater than \$2,500, at an annual interest rate of 4% (for transactions posted to the account with the twenty-four (24) instalments plan during the deferral period) or at 6% (for transactions posted to the account with the thirty-six (36) instalments plan during the deferral period). Equal monthly instalments are included in the minimum payment due on the card.

The table below illustrates the payment terms

| balance of the multiple purchases at the end of the deferral period | Annual interest rate | Number of Instalments | E.g. project value | Monthly payments | Total credit cost |
|---|----------------------|-----------------------|--------------------|------------------|-------------------|
| Balance less than \$2,500   | 13.5%                | 24                    | \$1 500            | \$71,67          | \$219,97          |
| Balance equal to or greater than \$2,500                            | 4%                   | 24                    | \$2 500            | \$108.56         | \$105.50          |
| Balance less than \$2,500   | 13.5%                | 36                    | \$1 500            | \$50.90          | \$332.51          |
| Balance equal to or greater than \$2,500                            | 6%                   | 36                    | \$2 500            | \$76.05          | \$237.97          |

Example of the applicable interest rate if payment is not made when due:

| EXAMPLES OF INTEREST CHARGES |                       |          |                       |        |
|------------------------------|-----------------------|----------|-----------------------|--------|
|                              | ANNUAL COST           |          | COST FOR 30 DAYS      |        |
| ANNUAL INTEREST RATE         | Average daily balance |          | Average daily balance |        |
|                              | \$100                 | \$500    | \$100                 | \$500  |
| 19.9%                        | \$19.90               | \$99.50  | \$1.64                | \$8.18 |
| 21.9%                        | \$21.90               | \$109.50 | \$1.80                | \$9.00 |

The annual interest rate may apply to regular purchases, equal payment financing, deferred payment financing, deferred equal payment financing or multiple purchases by equal payment financing.

**C. Promotional plans**

Other promotional, interest-free financing plans may be offered now and then and will apply for a limited time and with certain conditions.

For example, a pay interest-free equal monthly payments plan. See below conditions applicable on these financing offers.

Cannot be combined with any other promotional offer, nor with the RONA credit card sign-up offer.

The "**Interest-free equal monthly payments**" offer allows the customer to pay for purchases through equal and consecutive monthly instalments with no interest. Equal monthly payments are included in the minimum payment due on the RONA credit card. If the minimum payment due is not paid in full by the due date, the annual interest rate of not more than 19.9% on the card applies to the unpaid equal monthly instalments.

**D. Other conditions applicable to flexible payment options:**

If the minimum payment due is not paid in full by the due date, the annual interest rate of not more than 19.9% on the RONA card applies to the unpaid equal monthly instalment, including monthly instalment. There is a twenty-one (21) day, interest-free grace period on the RONA card from the date the monthly statement is mailed or from the date it is made available in electronic format to settle the account without paying interests. Minimum card payment is 5% of the total on: (i) the balance shown on the account statement for the previous period; (ii) interests on purchases and monthly instalments that have not been paid on the due date for the previous period; (iii) regular purchases during the statement period; (iv) monthly instalment(s) relative to Multiple purchases through equal payment or Multi-Purchase Plan for the statement period; (v) deferred payment purchases due on the statement date; and (vi) past due amounts and any other amount set out in the card contract; or \$ 10 to which is added the due amounts related to Accord D financing and any other amount set out in the card contract. Other conditions can be applied, refer to the VCA of the RONA card.

**E. Modifications**

RONA reserves the right to change, suspend or cancel the flexible payment options described herein, in part or in whole, at any time with or without notice to the cardholder and as provided by law.

**3. Other features of the RONA card:**

- Two distinct credit limits: one for regular purchases and one Desjardins Accord D limit that entitles the cardholder to obtain financing at participating stores for the purchase of goods and services.
- No annual fee
- No-fee supplementary cards
- Exclusive offers with each monthly statement.
- Annual interest rate of 19.9% on the RONA card. Interest rates are subject to change.
- RONA card account balances can be paid at most financial institutions and participating stores.

**4. Other terms:**

RONA reserves the right to change, suspend or cancel the RONAdvantages Program, in part or in whole, at any time with or without notice and as provided by law. Aspects affected by the change may include the AIR MILES reward mile offer linked to the RONA credit card, the value of the annual cash back in the form of RONA gift cards, or the scale used to calculate the cash back. AIR MILES reward miles and cash back in the form of RONA gift cards may not be transferred to another person. RONA, after enquiry, reserves the right to reclaim previously issued AIR MILES and/or cash back in the form of RONA gift cards to the cardholder in the event that the cardholder, with respect to the Program: fails to honour its terms and conditions; commits fraud or makes false or misleading statements; or otherwise misuses the Program. The RONA card cannot be used to pay, in part or in whole, the balance of a charge account held with a participating store. RONA is solely responsible for administering the Program. By taking part in the Program, the cardholder agrees to compensate, indemnify and hold harmless RONA Inc., its subsidiaries and all merchants of the RONA network with respect to any loss or damages that may be incurred by the cardholder while taking part in the Program, including but not limited to any litigation respecting the cardholder's AIR MILES reward miles balance and the value of the cash back in the form of RONA gift cards. The collection, use and disclosure of personal information is governed by the privacy policy published and made available on rona.ca, and in

accordance with the consent clause included on the RONA credit card application and the relevant terms and conditions of the VCA. The Program is subject to the applicable laws and bylaws of both the province of Quebec and of Canada.

The Federation shall not be held accountable in the event that a merchant refuses to accept the RONA card. The Federation is not responsible for managing the program.

The RONA card is the property of the Federation, which reserves the right to withdraw or have withdrawn and terminate, in part or in whole, one or more of the services it offers, without notice to the cardholder. In none of the above cases shall the Federation's liability be called into question. RONA shall not be held liable for any decision on the part of the Federation in this respect.

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