



LOYALTY PROGRAM – ORIGINAL JOHN DEERE SPARE PARTS

The ELMAS loyalty program for spare parts is designed to reward loyal customers who consistently choose our quality and complete services for all industrial equipment.

1. Program Beneficiaries

Corporate clients who purchase spare parts on a recurring basis.
Individual clients who own industrial equipment maintained independently.

2. Program Structure

The program is structured into loyalty tiers, based on the total annual value of purchases.

Level	Criteria (annual total)	Benefits
Bronze	< 5.000 €	3% permanent discount
Silver	5.000 – 15.000 €	5% discount
Gold	> 15.000 €	7% discount
Platinum	> 25.000 €	10% discount

3. Additional Benefits

- **Loyalty points:** €1 = 1 point → points will be converted into promotional products.
- By accessing the link <https://www.johndeereshop.com/>: For every 5,000 accumulated points, you receive a **20% discount** on an item of your choice, ordered through Elmas.
- **Stock order bonus:** 2% additional discount for every stock order with delivery at 14 days from the order date.
- **Exclusive campaigns:** preferential prices for enrolled customers at new product launches and live demonstrations at clients' locations in the field.

ALEGI PARTENERUL OFICIAL. ALEGI UN VIITOR SIGUR



ELMAS[®] INSTALAȚII DE RIDICAT

PARTENERUL TĂU OFICIAL JOHN DEERE

- Consultanță autorizată Vânzare și închiriere
- Piese originale și Service
- Instruire operatori pe simulatoare



4. General Rules

- Points and discounts apply only to purchases of parts and consumables (not services).
- Points expire after 12 months if not used.
- Participation is free, based on registration in the ELMAS database.

5. General Commercial Terms

- **Payment terms:** according to the commercial offer or valid service contract, or based on the loyalty level achieved.
- **Warranty:** spare parts benefit from the 2-year warranty offered by the manufacturer, under proper usage conditions.
- **Returns:**
 - Normally, return shipping costs are borne by the customer, except when the product is defective, non-conforming, or incorrectly delivered.
 - Returns must be made within 14 days of receiving the product. Refunds will be issued within 30 days via bank transfer.
- **Additional return costs:**
 - A depreciation fee of 15% will be applied.
 - We recommend that clients keep the original packaging; its absence may reduce the refundable amount if it affects resale conditions.
- Items marked in the offer as **unique pieces** or **unique industrial parts** cannot be returned.
- **Eligibility:** ELMAS reserves the right to modify or suspend the program at any time, with a 30-day notice to registered customers. The program valability is considered fiscal year January-December 2026.
- **Delivery:** performed according to the agreed terms, with priority for customers in higher loyalty tiers.

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Thank you for your trust and for being part of our loyalty program.
We are committed to continuing to offer you benefits and services of the highest quality.

Best regards

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