

Dear Valued Flushmate Distributor Partner,

Flushmate LLC (“**Flushmate**”) are committed to protecting Flushmate’s trademarks, brands, and other intellectual property from a variety of activities that could diminish the Flushmate brand or cause customer confusion. As such, Flushmate is announcing that **effective July 1, 2025**, it is implementing an eCommerce Reseller Policy for Flushmate products.

This policy is intended to ensure all end user customers receive accurate product information, pricing, and warranty protection that meets Flushmates standards. The policy is also intended to promote fair competition among resellers while supporting those who have invested in the sale and marketing of Flushmate products.

This Policy will enable Flushmate to act against unauthorized sellers that disrupt and cause harm to legitimate resellers and consumers. In addition, it will help to confirm that sellers of Flushmate products take all required steps to ensure product quality and first-rate customer service.

Our expectations under this Policy are outlined in the eCommerce Reseller Policy, which is attached for your review.

Key Features of the eCommerce Reseller Policy:

***Who You May Sell Sloan Products To, and Where You May Sell Them:*** Our policy protects the integrity of our approved distribution channels and prevents the diversion of Flushmate products to unauthorized eCommerce sellers.

***eCommerce or Online Channel Sales:*** The Policy outlines how you are expected to sell Flushmate products online. Specifically, if you wish to sell Flushmate products online through your own website you must follow Flushmate’s Requirements for eCommerce Sales.

***Maintaining Product Quality and Customer Satisfaction:*** The Policy specifies the level of service we expect sellers to provide to your customers and outlines certain steps we expect you to take to maintain the quality of Sloan products.

We are sending you this notice in advance of the **July 1, 2025** effective date to allow you sufficient time to review and implement the Policy. We appreciate your detailed review of this Policy and for your support of Sloan. All inquiries and questions about this policy should be directed to the following email address: [esales@flushmate.com](mailto:esales@flushmate.com).

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