Platform Terms of Service

Last updated: **10/16/2026**

1. Agreement to These Terms

These Terms of Service ("Terms") govern your access to and use of the program websites, enrollment portals, and claim submission platform (the "Platform") operated by **CopyCo Printing LLC d/b/a SHIFT** ("SHIFT," "we," "us," or "our"). By creating an account, submitting a claim, or otherwise using the Platform, you agree to these Terms, our Privacy Notice, and, where you elect electronic delivery, our E-SIGN Consent. If you receive a prepaid card through a program, the card is governed by the applicable Cardholder Agreement between you and the card issuer, Byline Bank, Member FDIC. If you do not agree to these Terms, do not use the Platform.

2. Eligibility

You must be at least eighteen (18) years of age and a resident of the fifty (50) United States or the District of Columbia to use the Platform. Individual programs may impose additional eligibility requirements (for example, purchase from a participating retailer during a promotion period, or employment at a participating dealership), which are stated in the applicable program terms and conditions ("Program Terms"). Where these Terms and the Program Terms conflict with respect to a specific promotion, the Program Terms control.

3. Your Account

You agree to provide accurate, current, and complete information during enrollment and to keep it updated. You are responsible for maintaining the confidentiality of your login credentials and for all activity under your account. Notify us immediately of any unauthorized use. We may suspend or terminate accounts that provide false information or that we reasonably believe are being used in violation of these Terms.

4. Claims and Rewards

- Claims must be submitted through the Platform within the timeframes stated in the applicable Program Terms, with the documentation requested (for example, proof of purchase).
- You represent that all information and documentation you submit is true, accurate, and relates to a genuine qualifying purchase or activity by you.
- We may verify claims against retailer or dealership records, including point-of-sale data, and may request additional documentation before approval.
- Approved rewards are delivered in the form stated in the Program Terms (typically a digital or physical prepaid card). Reward timing estimates are not guarantees.
- We may deny claims that are incomplete, unverifiable, duplicative, submitted outside the promotion period, or that we reasonably believe to be fraudulent, and we may recover amounts paid on claims later determined to be fraudulent or ineligible.

5. Prohibited Conduct

You agree not to: (a) submit false, altered, or duplicate claims or documentation; (b) enroll or submit claims on behalf of another person without authority; (c) use bots, scripts, or automated means to access the Platform; (d) interfere with, probe, or circumvent the Platform’s security or operation; (e) reverse engineer, scrape, or copy the Platform other than as needed for ordinary use; or (f) use the Platform in violation of any applicable law.

6. Intellectual Property

The Platform, including its software, design, text, and graphics, is owned by SHIFT or its licensors and is protected by intellectual property laws. Program and brand names, logos, and trademarks appearing on the Platform belong to their respective owners and are used with permission. We grant you a limited, revocable, non-exclusive, non-transferable license to use the Platform for your personal, non-commercial participation in the programs. No other rights are granted.

7. Electronic Communications

By using the Platform you consent to receive communications from us electronically as described in our E-SIGN Consent. Transactional messages (such as claim status and card delivery notices) are part of the service. Marketing messages include an unsubscribe mechanism, and opting out of marketing does not affect transactional messages.

8. Disclaimers

THE PLATFORM IS PROVIDED "AS IS" AND "AS AVAILABLE." TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. WE DO NOT WARRANT THAT THE PLATFORM WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE. NOTHING IN THESE TERMS LIMITS RIGHTS YOU HAVE UNDER THE CARDHOLDER AGREEMENT OR APPLICABLE LAW WITH RESPECT TO A PREPAID CARD.

9. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY LAW, SHIFT AND ITS OFFICERS, EMPLOYEES, AND AGENTS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS OR DATA, ARISING OUT OF OR RELATED TO YOUR USE OF THE PLATFORM. OUR TOTAL LIABILITY FOR ANY CLAIM ARISING OUT OF OR RELATING TO THESE TERMS OR THE PLATFORM WILL NOT EXCEED THE GREATER OF THE VALUE OF REWARDS PROPERLY PAYABLE TO YOU UNDER THE APPLICABLE PROGRAM TERMS OR ONE HUNDRED DOLLARS ($100). SOME JURISDICTIONS DO NOT ALLOW CERTAIN LIMITATIONS, SO SOME OF THE ABOVE MAY NOT APPLY TO YOU.

10. Indemnification

You agree to indemnify and hold harmless SHIFT and its officers, employees, and agents from claims, damages, and expenses (including reasonable attorneys' fees) arising out of your violation of these Terms, your fraudulent or unlawful use of the Platform, or your violation of any third-party right.

11. Dispute Resolution; Arbitration; Class Waiver

Any dispute arising out of or relating to these Terms or the Platform that cannot be resolved informally will be resolved by binding individual arbitration administered under the rules of a recognized arbitration administrator, rather than in court, except that either party may bring an individual action in small claims court. You and SHIFT each waive the right to a jury trial and to participate in a class action or class arbitration. You may opt out of this arbitration provision within sixty (60) days of first accepting these Terms by written notice to 444 W Lake Street, Suite 1700, Chicago, IL 60606. Disputes regarding a prepaid card are governed by the dispute provisions of the applicable Cardholder Agreement.

12. Governing Law

These Terms are governed by the laws of the State of Illinois, without regard to conflict of laws principles, except to the extent governed by federal law, including the Federal Arbitration Act.

13. Changes; Termination

We may modify these Terms by posting an updated version at **www.townfairrewards.com/terms** with a new effective date; material changes will be notified as required by law. Continued use of the Platform after the effective date constitutes acceptance. We may suspend or terminate the Platform or your access to it at any time; sections that by their nature should survive termination (including Sections 6, 8–12) survive.

14. Contact

Questions about these Terms: **support@TownFairRewards.com** · 444 W Lake Street, Suite 1700, Chicago, IL 60606