

Santanna Energy Services Customer Rewards Program Terms and Conditions

Last Updated: October 2025

1. Introduction

Welcome to the Santanna Energy Services Customer Rewards Program ("Program"). By participating in this Program, you agree to comply with and be bound by these terms and conditions ("Terms"). Please read them carefully. If you do not agree to these Terms, you may not participate in the Program.

2. Eligibility

2.1. Participation Requirements: The Program is open to all existing and current customers of Santanna Energy Services who are at least 18 years of age and residing in the United States. Void where prohibited.

3. Program Entry

3.1. Manual Entry Required: Customers are not automatically entered into the Program. To participate, eligible customers must manually submit an entry available via email (email reminders will be sent each month), or via Santanna's Online Customer Portal in order to be eligible for that month's drawing. Only one entry is allowed per customer account per month. No purchase or consideration is necessary to enter or win.

4. Prizes

4.1. Monthly Prizes: Each month, participants will have an opportunity to win one of several gift cards to various stores.

4.2. Grand Prize: Once a month, a grand prize worth approximately \$300 will be awarded.

4.3. Loyalty Monthly Prizes: Each month, customers with an active tenure of at least one year will be eligible to enter a drawing for a \$100 Amazon e-gift card.

4.4. Loyalty Quarterly Prize: Each quarter, customers with an active tenure of at least three years will be eligible to enter a drawing for a grand prize worth approximately \$300.

4.5. Prize Conditions: Prizes are non-transferable and cannot be exchanged for cash or any other items. Santanna Energy Services reserves the right to substitute any prize with another prize of equal or greater value at its sole discretion.

5. Winner Selection and Notification

5.1. Selection: Winners will be selected at random drawing from all eligible entries received during the applicable entry period. The drawing will be conducted by Santanna Energy Services or its designee, whose decisions are final and binding in all respects.

5.2. Notification: Winners will be notified via the email address provided in their entry form. A winner's list will be made available if requested by a customer via email.

5.3. Winners are responsible for all applicable taxes.

6. Publicity

By accepting a prize, winners agree to allow Santanna Energy Services to use their name, likeness, and entry for promotional purposes without additional compensation, unless prohibited by law.

7. General Conditions

7.1. Program Changes: Santanna Energy Services reserves the right to modify or terminate the Program at any time, with or without notice, for any reason.

7.2. Disqualification: Santanna Energy Services reserves the right to disqualify any participant who violates these Terms or engages in any conduct that Santanna Energy Services deems to be unfair or detrimental to the Program.

7.3. Limitation of Liability: By participating in the Program, participants agree to release and hold harmless Santanna Energy Services, its affiliates, and their respective officers, directors, employees, and agents from any and all liability, loss, or damage arising from or in connection with the Program or the awarding, receipt, or use of any prize.

7.4. Governing Law: These Terms shall be governed by and construed in accordance with the laws of Texas, without regard to its conflict of law principles. Program participants agree to jurisdiction, forum, and venue in a court of law in Travis County, Texas. THE PARTIES EXPRESSLY WAIVE THE RIGHT TO TRIAL BY JURY. ANY JUDICIAL PROCEEDINGS SHALL BE RESOLVED BY BENCH TRIAL.

8. Contact Information

For any questions or concerns regarding the Program, please contact Santanna Energy Services.