

# Whirlpool Major Appliances Advertising Guide

**Effective 1/1/2023** 



KitchenAid® MAYTAG®



## WELCOME TO THE WHIRLPOOL ADVERTISING GUIDE



This document is based on the Whirlpool Corporation Advertising Policy and has been designed to show you how to build compliant and reimbursable advertising.

We want to make it easy for you to understand what makes an ad compliant.

- Look for a green check (
   ) mark for example ads that are compliant, which means reimbursement
   at qualified rates.
- Look for a red X ( $\sum$ ) for ads with violations, for which there would be no reimbursement or would result in a loss of Co-Op funds.

The Advertising Policy is administered by a dedicated team of policy experts at The HUB. A copy of the Advertising Policy is available from your concierge at The HUB or on The HUB Resources page.

#### **Use the Compliance Review Service**

It's not required but a Compliance Review is fast, free and confidential and gives you peace of mind your ad is eligible for reimbursement. Ads may be submitted to the HUB Team by email or fax for 24-hour turnaround service.

# Key Terms



#### Important Terms to Know

**Manufacturer's Suggested Retail Price (MSRP):** may not necessarily be the price at which the product is sold in the consumer's trade area.

**Minimum Advertised Price (MAP):** suggested for purposes of advertising only.

**Promotional MAP (PMAP):** Traditionally used to support a promotion with a limited time reduction to a product's MAP. Always has a specific start and end date and is published in a separate PMAP document.

**National Consumer Promotion (NCP):** Promotion directed to consumers. Typical offers include mail-in rebates for cash back offers or Gift with Purchase.

#### **Contact the Experts**

The Whirlpool Consumer Packaged Goods Advertising Policy is administered by a dedicated team of policy experts at the HUB.

Phone: 1-855-458-5446

Email: <a href="mailto:coop@whirlpoolhub.com">coop@whirlpoolhub.com</a>
Website: <a href="mailto:www.whirlpoolhub.com">www.whirlpoolhub.com</a>

## **Use the Compliance Review Service**

It's not required but a Compliance Review is fast, free and confidential and gives you peace of mind your ad is eligible for reimbursement.

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## COOPERATIVE ADVERTISING POLICY



The intent of Whirlpool Corporation's Co-Op Funds is to encourage Trade Customers to invest in and advertise Whirlpool Corporation brands in order to build consumer awareness of the features, benefits and quality of Whirlpool Corporation's products. While dealers alone determine their advertising and resale prices, the receipt of Co-Op funds is contingent upon the compliance with the Advertising Policy.

Important Documents and Policies (all available under the Resources tab on The HUB):

- Whirlpool Corporation Advertising Policy: establishes requirements for Whirlpool, KitchenAid, Maytag, Amana, Roper, Gladiator, affresh, swash, everydrop and everydrop value brands.
- Co-Op Program Rules: outlines how the Co-Op program is administered (accruals, violations, consequences and payments).
- MAP Document: issued quarterly and lists MAP (minimum advertised price) for products subject to this policy.
- **PMAP Document:** issued at least monthly and lists Promotional MAPs (PMAPs) for select products and shows start and stop dates for PMAPs.
- **Discontinued/Obsolete Price Matrix (D&O MAP):** found in the MAP document. Products with a status 40 or higher are compliant when advertised per the prices in the matrix unless a PMAP is in effect. Ad must contain one of the following in proximity to the product: "Closeout", "Discontinued" or "While Supplies Last".

Whirlpool Corporation's Major Appliances Advertising Policy is administered by a team of policy experts at The HUB. See the last page of this document for contact information.

# 2023 Cooperative Advertising Policy Changes



**4** Seperate Policies



Whirlpool Corporation Policy









	Majors	KitchenAid Small Appliances	Gladiator	Consumer Products
Previous	-\$5	-\$0.99	-\$0.05	-\$0.01
New	Nearest \$8	Nearest \$0.05	Nearest \$0.05	Nearest \$0.05
Example	MAP: \$999 MAP - 10%: \$899.10 Prev. Lowest Allowed: \$894.10	MAP: \$379.99 Prev. Lowest Allowed: \$379.94 New Lowest Allowed: \$379.95	MAP: \$729.99 Prev. Lowest Allowed: \$729.94 New Lowest Allowed: \$729.95	MAP: \$17.99 Prev. Lowest Allowed: \$17.98 New Lowest Allowed: \$17.95

# Key Change - Lowest Allowed Rounding

# COOPERATIVE ADVERTISING FUNDS ADMINISTRATION



All Co-Op Funds are subject to policy compliance

# Online Monitoring and Review Period - Majors Specific Rules

- Email notification to trade customer designee within 24 hours when online violation is identified
- Daily monitoring ensures prompt notifications
- Violations result in loss of Co-Op funds.
- Applies to violations found on a trade customer's website (landing or product page), price comparison websites and marketplace websites

Important: Ensure HUB has accurate email contact information for timely communications

#### **Consequences for Product Violations**

Monitored: All media (online and traditional)

Any violation that is model specific (e.g. product page, landing page, circular, email blast, shopping/price comparison site)

- Each violation will result in a reduction of funds based on the following calculation:
  - 0.25% of the average monthly purchases from Whirlpool for the brand and sub-category over the past 3 months.
    - Ex: Whirlpool Top Load Washer, Maytag Range, Amana SxS Refrigerator

#### **Consequences for Brand Violations**

Monitored: All media (online and traditional) Any violation that is not model specific (e.g. incorrect logo or banner)

- Each violation will result in a reduction of funds based on the following calculation:
  - .1% of average monthly .purchases for the brand (all categories)

Refer to the complete Program Rules document on The HUB for specifics on all requirements

## WHIRLPOOL LOGO POLICY



All advertising must include the appropriate current brand logo(s) or brand name(s) and comply with the Brand Logo Usage in Trade Advertising Logo Policy ("Logo Policy").

In the event multiple appliance manufacturers are listed in the same advertising, Whirlpool Brands must be given equivalent treatment in terms of logo usage compared to other brands.

Download the Logo Policy from the Resources section on The HUB for details regarding all approved logos for each brand

Policy Sec. 4-d

#### **Example of Compliant Logos**













#### **Examples of Non Compliant Logos**



















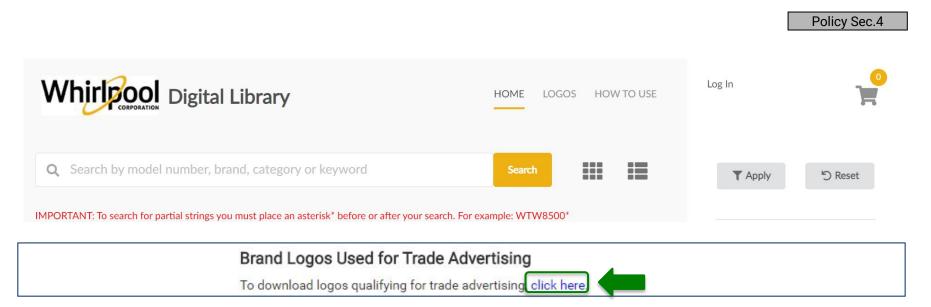
Failure to use the correct logo will result in a loss of co-op funds

#### WHIRLPOOL LOGO POLICY



All advertisements must prominently display the appropriate trade name and/or trademark in accordance with the relevant Advertising Guidelines and/or Brand Logo Usage Guidelines.

Whirlpool Corporation brands must be equally prominent as compared to other brands.



Download all logos in one easy click from the Whirlpool Digital Library http://www.whirlpoolcorp.com/logos/

Policy subject to change without notice - Prices in examples for reference only. Dealer alone determines resale and advertised price.

# WHIRLPOOL LOGO POLICY



All advertisements must prominently display the appropriate trade name and/or trademark in accordance with the relevant Advertising Guidelines and/or Brand Logo Usage Guidelines.



This Ad is in violation as logos are not current and cannot be placed on busy backgrounds or product images.

Policy Sec. 4-d

# MODEL LEVEL ADS NOT SHOWING PRICE



All ads featuring Whirlpool Corporation products must contain accurate product illustrations and appropriate brand name or logo.

logo.

Policy Sec. 4

#### **Example of Compliant Ad**



#### **Example of Non Compliant Ad**



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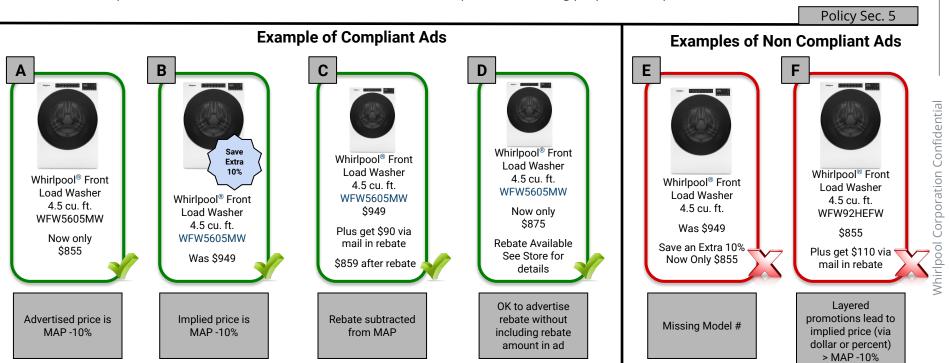
## INDIVIDUAL MODEL LEVEL ADS WITH PRICE



Ad must contain Whirlpool Corporation factory designated model number that is complete or sufficient (in Whirlpool's sole discretion) to identify the advertised Product(s).

Any individual model ad can show or imply (via a dollar or percent) a price up to 10% below MAP and be rounded down to the nearest \$8.

If a discount or promotional offer is shown in ad without an advertised price, for auditing purposes, the price will be assumed at MAP.



\*WFW92HEFW - MAP \$949



Trade customers may advertise in banners "save up to" or "up to \$X off" non-brand specific promotions and still qualify for Co-Op funds as long as all promoted models are advertised with pricing and the ad complies with all other elements of this advertising policy.

Banners advertising Whirlpool Only promotions may not indicate a savings greater than 10%, as long as the discount offered on Whirlpool Corporation Products is comparable to the discount offered to other manufacturers' products in the promotion, unless only Whirlpool Corporation Products within that category.

Policy Sec. 5-c

#### **Example of Compliant Ads Examples of Non Compliant Ads** Save up to 20% on Up to 20% Off Up to 20% Off Save 10% on all Whirlpool Appliances **ALL Appliances ALL Appliances** Whirlpool Appliances Banner offer for Whirlpool **Compliant Banner** exclusive event exceeds 10% Whirlpool® Front Whirlpool® Front Load Washer Load Washer 4.5 cu. ft. 4.5 cu. ft. WFW92HEFW WFW92HEFW Now only \$989 Model advertised with No price in ad, assume MAP. Calculate 20% off from MAP compliant price

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# PROMOTIONAL MAPS (PMAPs)



Policy Sec. 5-d

PMAPs have an established start and end date as documented in the PMAP document. PMAPs supersede all published MAPs. Advertisements in all media for models with PMAPs must fall within the published PMAP date range. PMAPs may not be extended in online advertisements.

#### **Example of Compliant Ads**



Product page on 2/28



Product page on 3/1
Once PMAP has ended advertised price moves to MAP – 10%

#### **Examples of Non Compliant Ads**



Product page on 3/1 after PMAP ended

\*MFI2570FEZ - MAP \$2,799 with PMAP of \$2,415 from 2/15 - 2/28

# PROMOTIONAL MAPS (PMAPs)



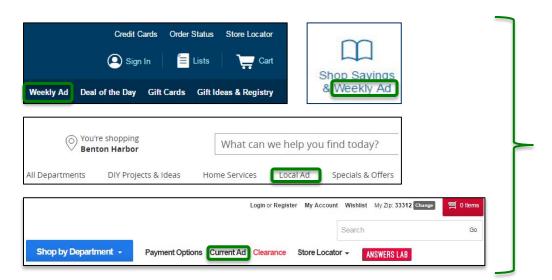
Advertisements in all media for models with PMAPs must fall within the published PMAP date range excluding the following:

• If the PMAP model is shown in a digital circular on a trade customer's website via a link to a copy of their weekly ad, local ad, weekly deal, etc. the digital circular may remain online through the Saturday following the PMAP end date however the product pages may not display the PMAP past the published end date.

Policy Sec. 5-d

#### **Compliant Examples**

Links to digital circulars with PMAP models may remain online through Saturday even if the PMAP has ended but Product Page may not reflect ended PMAP





Product page on 3/1

\*MFI2570FEZ - MAP \$2,799 with PMAP of \$2,415 from 2/15 - 2/28

# PROMOTIONAL MAPS (PMAPs)

Whirlpool

Advertisements in all media for models with PMAPs must fall within the published PMAP date range excluding the following:

• If a dealer is advertising a PMAP in a weekly newspaper, the PMAP may be shown in ad up to 2 days prior to the published start date as long as the start date is indicated in the ad.

Policy Sec. 5-d

#### **Example of Compliant Ad**



#### **Example of Non Compliant Ad**



\*MFI2570FEZ - MAP \$2,799 with PMAP of \$2,520 from 2/15 - 2/28

#### ADVERTISING SUITES OR PACKAGES



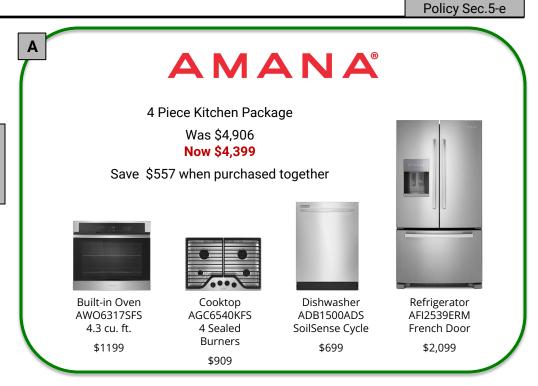
When advertising suites of 4 or more appliances, the advertised total suite price may be 10% below MAP and total suite price may be rounded down to the closest "\$49" or "\$99" price point.

Adjustments to pricing must be made in the mentioned sequence. 10% + rounded to "49" or "99"

#### **Example of Compliant Ad**

Sum of model MAPs = \$4,906
Allowed 10% below MAP = \$4,415.40
May round down to get to closest "\$49" or "\$99" = \$4.399

Dishwasher (ADB1500ADS) with MAP: \$699
French Door Refrigerator (AFI2539ERM) with MAP: \$2,099
Built-in Oven - (AWO6317SFS) with MAP: \$1199
Cooktop (AGC6540KFS) with MAP: \$909



# ADVERTISING SUITES OR PACKAGES WITH SUITE PMAP



When advertising suites of 4 or more appliances, the advertised total suite price may be rounded down to the closest "\$49" or "\$99" price point.

Policy Sec. 5-e

#### Example of Compliant Ad



Sum of model MAPs = \$4,266 PMAP = \$3,332 10% below PMAP = \$2,898.8

Suite PMAP: \$3,221

Refrigerator (WRX735SDBM) MAP: \$2199 Range (WFG540H0ES) MAP: \$1049 Dishwasher (WDT780SAEM) MAP: \$699

Microwave (WMH32519FS) MAP: \$319

Compliant Suite PMAP advertised

#### Example of Non Compliant Ad



May not show individual models lower than MAP less 10% even though sum of model prices shown equals the suite PMAP price

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# Advertising Pairs



When advertising for models that have a Pair PMAP – Trade may advertise the total pair price as the sum of the individual lowest compliant prices.

SKU	WTW800DW	WED8000DW
МАР	\$999	\$999
MAP-10%	\$899.10	\$899.10
Lowest Allowed Rounding	\$898	\$898



## Whirlpool'

#### Whirlpool White Cabrio High-Efficiency Top Loading Washer with Electric Dryer

\$1796.00

Regular Price \$1,998.00

#### Save \$200.00 when you buy this package.

Whirlpool 5.3 Cu. Ft. White Cabrio High-Efficiency Top Loading Washer - WTW8000DW/ Whirlpool 8.8 Cu. Ft. White Cabrio High-Efficiency Electric Dryer - WED8000DW

# ADVERTISING NATIONAL CONSUMER PROMOTIONS (NCPs)Whirlpool

If the model(s) advertised are included in a Whirlpool sponsored national promotion or a utility or other quasi-government sponsored rebate program, the advertisement may net the amount of the promotional offer from the lowest compliant advertised price.

Policy Sec. 5-f

#### **Example of Compliant Ad**



If NCP, rebate amount may be netted from MAP-10% advertised price as long as starting price in ad

#### **Example of Non Compliant Ad**



Compliant starting price must be shown in ad

\*KDTM384ESS-MAP \$1299; NCP Rebate of \$50

# ADVERTISING REQUIREMENTS FOR MODELS TRANSITIONING THROUGH THE PRODUCT LIFE CYCLE



Policy Sec. 5-g

Some models may be identified as Closeout on the published PMAP document. When advertising these products with a price, the ad must contain "Closeout", "Discontinued" or "While Supplies Last" in close proximity to the product.

#### Example of New Closeout PMAP on PMAP Document

ssue Date	September 29, 2022		
Trade Customers	All Authorized Trade Customers		
Credit Method	Per Whirlpool Corporation's Co-op advertising policy		

Effective 12/1/19, For co-operative advertising purposes, advertisements in all media for models with PMAPs must fall within the published PMAP date range some models may be identified as Closeout on the published PMAP document. When advertising these products with a price, the ad must contain "Closeout"

While Supplies Last" in close proximity to the product.



Comments section will indicate Closeout PMAP

#### Example of Compliant Ad



#### Example of Non Compliant Ad



\*WED6620HC - Closeout PMAP \$999

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# ADVERTISING REQUIREMENTS FOR MODELS TRANSITIONING THROUGH THE PRODUCT LIFE CYCLE



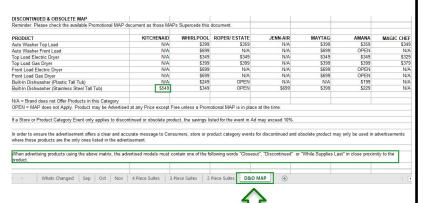
Confidential

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Once a model has moved to an Obsolete or Discontinued status, it may be advertised using the D&O Schedule found within the published MAP document and the ad must contain "Closeout", "Discontinued" or "While Supplies Last" in close proximity to the product.

Policy Sec. 5-g

#### Example of D&O MAP Schedule in MAP Document



#### Example of Compliant Ad



# Example of Non Compliant Ad



\*KDTE104DSS-D&O MAP \$549

# ADVERTISING REQUIREMENTS FOR MODELS OTHER THAN NEW

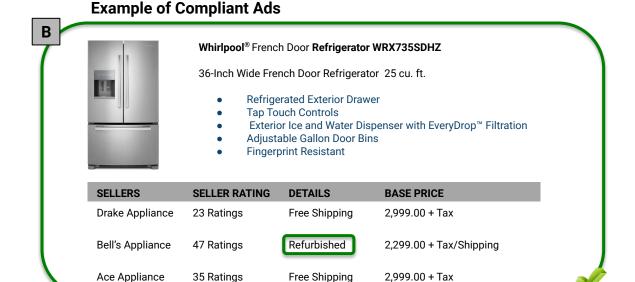


Ads for units in a condition other than new may advertise a price more than 10% lower than the MAP price applicable to new units of the same model number so long as the ad is limited to products in this condition and includes one of the following words in close proximity to the product "Refurbished", "Reconditioned", "Damaged", "Scratch and Dent", "Open Box" or "Floor Model".

In order to provide clarity to consumers regarding product condition, online searches displaying results for this type of product with a price more than 10% lower than MAP must display one of the approved words in the initial search results.

Policy Sec. 5-q



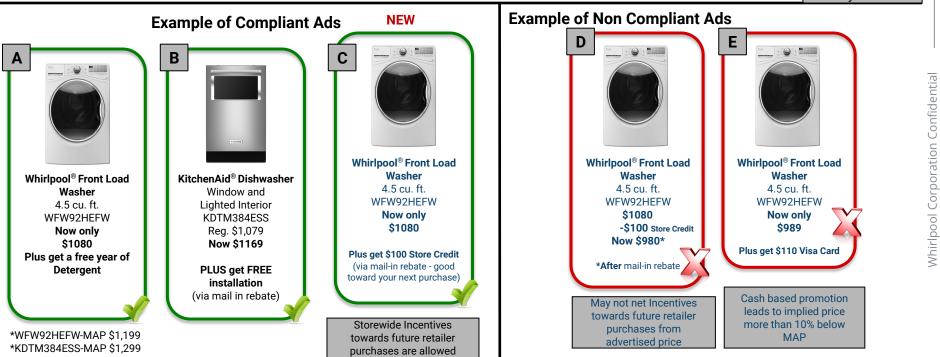


\*WRX735SDHZ-MAP \$2,999



Policy Sec. V-7

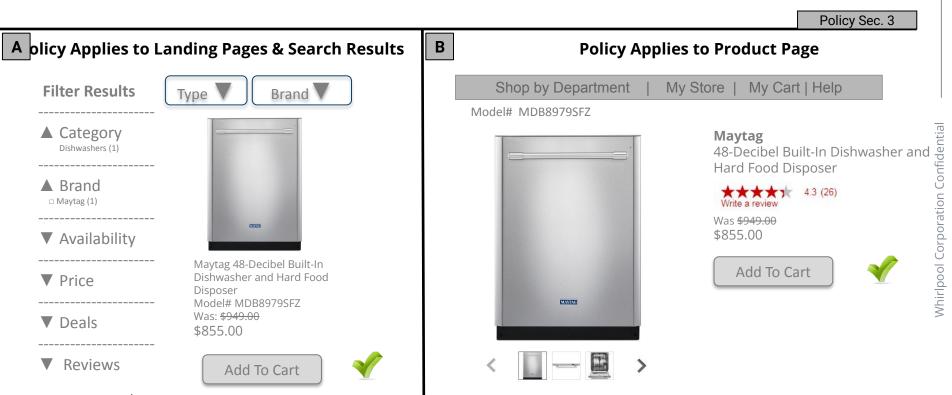
- Offers for non-cash or premiums (i.e. free delivery, detergent, or free financing) are acceptable. If the value of these promotions is shown in ad, it may not be netted from the advertised price.
- Promotional offers that apply toward future retailer purchases (e.g. gift cards or store credits) may be included in ad. Such offers may not exceed \$5 or 10% of MAP (whichever is larger). In no case may the offer be netted from the advertised price.



## INTERNET ADVERTISING FOR ALL BRANDS



Internet advertising includes web pages and sites including landing pages and product pages

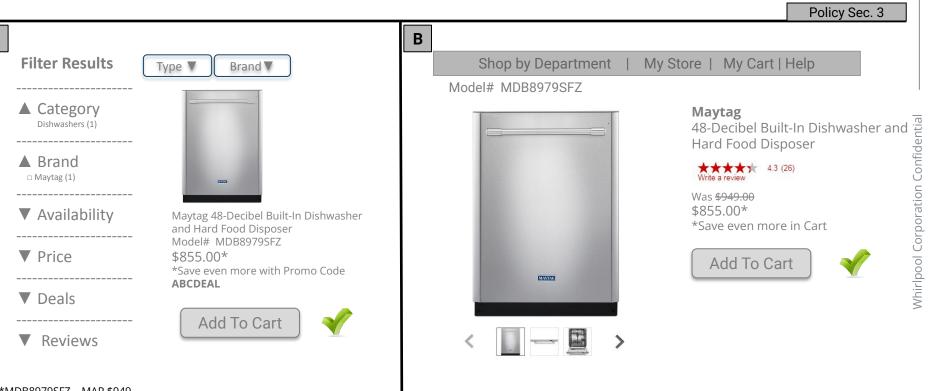


\*MDB8979SFZ - MAP \$949

# INTERNET ADVERTISING FOR ALL BRANDS



Policy does not prevent a trade customer from conveying to an online consumer that a lower price may be available.



\*MDB8979SFZ - MAP \$949



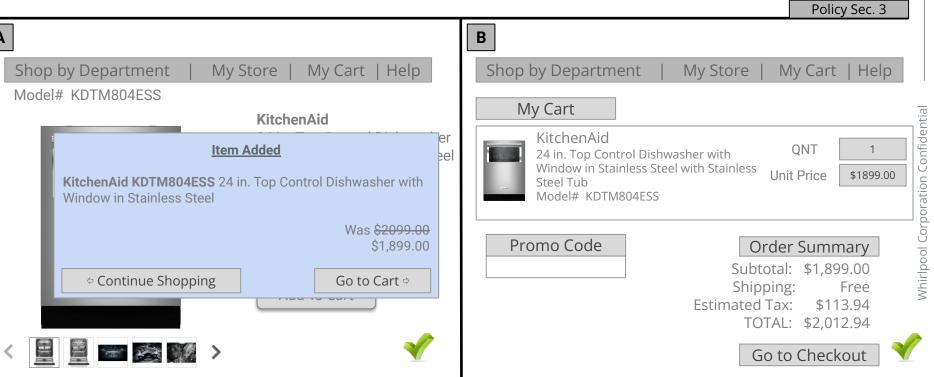
# KitchenAid®

ADDITIONAL APPLICATIONS OF THE ADVERTISING POLICY FOR INTERNET ADVERTISING FOR KITCHENAID BRANDED PRODUCTS

# INTERNET ADVERTISING FOR KITCHENAID BRANDED PRODUCTS



For KitchenAid Brand, advertising includes all areas of a trade customer's website and digital assets where advertised pricing is accessible by price comparison engines, such as the online shopping cart.



<sup>\*</sup>KDTM804ESS - MAP \$2.099

# **Whirlpool Corporation Confidential**

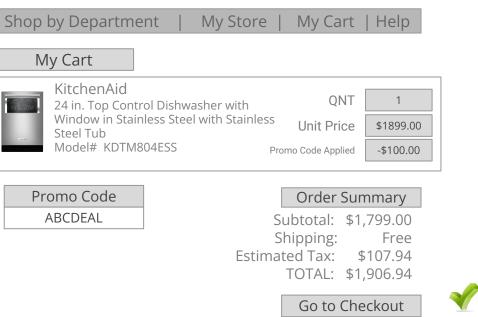
# INTERNET ADVERTISING FOR KITCHENAID BRANDED PRODUCTS



The policy does not apply once a consumer consciously acts to customize an offer.

Policy Sec. 3-b

#### Example: Through the entry and application of a promo code





# INTERNET ADVERTISING FOR KITCHENAID BRANDED PRODUCTS



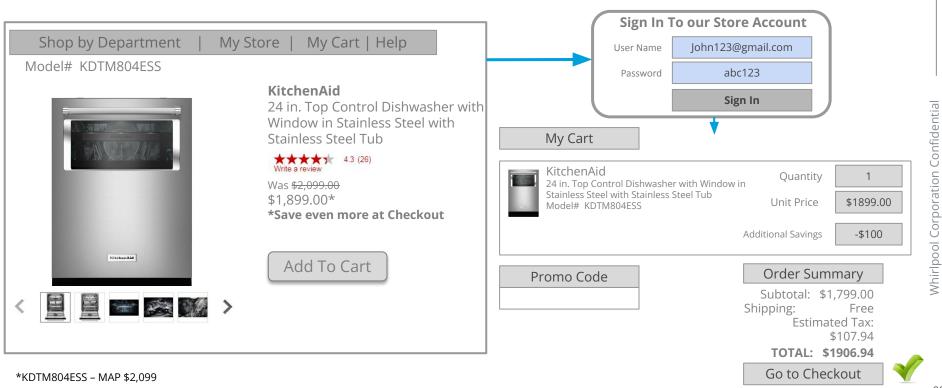
The policy does not apply once a consumer consciously acts to complete a transaction (e.g.: by adding their personal shipping or payment information.

Policy Sec. 3-b

В **Example: After Shipping Address Entered Example: After Payment Information is Entered** Checkout Checkout Shipping Payment Shipping Review/Place Order **Payment Information** Review/Place Order Information Information Information Name on Confidential John Brown John Brown Billing Name John Brown Name Card Card Billing 1520 Easy Street XXXX XXXX XXXX 3503 XXXX XXXX XXXX 3503 Address Address Number City, State, CVVHometown 49090 City, State, Zip MI 49090 MI Hometown 526 Apply Apply KitchenAid QNT KitchenAid QNT Dishwasher Unit Price \$1899.00 Unit Price \$1899.00 Dishwasher Model# KDTM804ESS Additional Savings -\$100.00 **Additional Savings** -\$100.00 Model# KDTM804FSS Order Summary **Order Summary** Subtotal: \$1.799.00 Subtotal: \$1.699.00 Shipping: Shipping: Estimated Tax: \$107.94 Estimated Tax: \$107.94 TOTAL: \$1,906.94 TOTAL: \$1,906.94 Next Next \*KDTM804ESS - MAP \$2.099

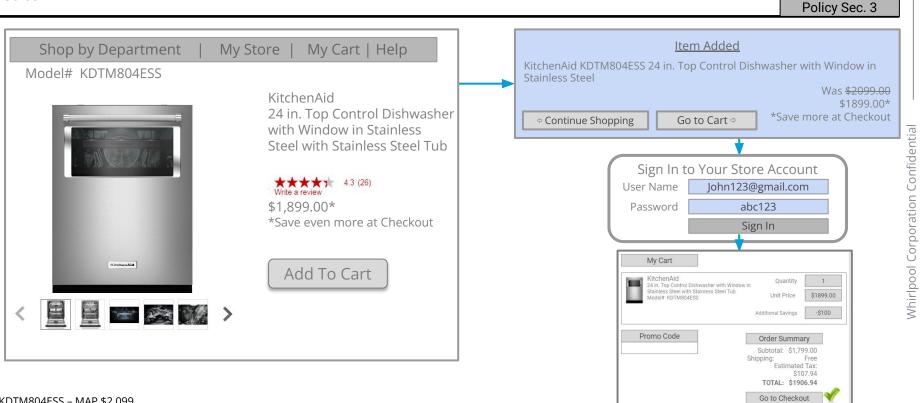
# INTERNET ADVERTISING FOR KITCHENAID PRODUCTSWhirl Pool

The policy does not apply once a consumer consciously acts to customize an offer. Customers can customize an individual offer by logging into their personal account on the website after adding an item to their shopping cart. The Policy applies to any screen/pop up displayed before the Login/Sign In Screen



# INTERNET ADVERTISING FOR KITCHENAID PRODUCTSWhir

The policy does not apply once a consumer consciously acts to customize an offer. Customers can customize an individual offer by logging into their personal account on the website after adding an item to their shopping cart. The Policy applies to any screen/pop up displayed before the Login/Sign In Screen

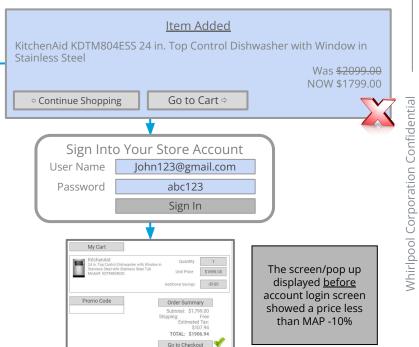


# INTERNET ADVERTISING FOR KITCHENAID PRODUCTS

The policy does not apply once a consumer consciously acts to customize an offer. Customers can customize an individual offer by logging into their personal account on the website after adding an item to their shopping cart. The Policy applies to any screen/pop up displayed before the Login/Sign In Screen.

Policy Sec. 3





# ADVERTISING POLICY RECAP (effective January 1, 2023)



- Advertising Policy applies to all media (traditional and online). For applicable internet advertising, the Cooperative Advertising policy will apply when the advertised
  price is readily attainable via Whirlpool's automated price scraping technology and is outside of the online shopping cart.
- Must contain accurate product illustration and brand name or logo, and if price at least one Whirlpool Corporation factory designated model number that is complete or sufficient (in Whirlpool's sole discretion) to identify the advertised Product(s).
- Advertised pricing may be up to 10% below MAP for Major Appliances.
- Advertised pricing for individual models may round down to the nearest \$8 for Majors and \$0.5 for KitchenAid Small Appliances, Gladiator and Consumer Products.
   Suites w/ 4 or more models may round down to nearest \$99 or \$49 price.
- If there's a save story in the ad but no advertised price, for auditing purposes we will assume price is at MAP.
  - Trade customers may advertise in banners "save up to" or "up to \$X off" non-brand specific promotions and still qualify for Co-Op funds as long as all promoted models are advertised with pricing and the ad complies with all other elements of this advertising policy.
- Banners advertising Whirlpool exclusive promotions may not indicate a savings greater than 10%, unless only Whirlpool Corporation Products within that category.
- PMAPs may only be in ad within the designated start and stop date with the following exceptions: weekly newspaper may be 2 days prior with printed start date and digital copy of weekly ad may be online through Saturday of end date.
- NCPs, utility rebates and other promotions available to all consumers in the area may be netted (regardless of offer) from the lowest compliant price in ad as long as that price is shown.
- D&O products may be advertised using the D&O MAP. D&O and models with Closeout PMAPs must have "Closeout", "Discontinued" or "While Supplies Last" in ad.
- Promotional offers that apply toward future retailer purchases (e.g. gift cards or store credits) may be included in ad. Such offers may not exceed \$5 or 10% of MAP (whichever is larger). In no case may the offer be netted from the advertised price.
- Ads for offers for non-cash or premiums (i.e. free delivery, detergent, or free financing) are acceptable. If the value of these promotions is shown in ad, it may not be netted from the advertised price.
- Ads for promotional offers for free feature upgrades or free Whirlpool Corporation Major Appliances, KitchenAid Products (i.e. free accessories, cookware, or appliances), Whirlpool Consumer Products Group Products (i.e. water filter) or free Gladiator Products (i.e. free accessories) are prohibited unless a part of a Whirlpool Corporation sponsored package promotion.
- For KitchenAid Brand, in addition to the other applications set forth in the Advertising Policy, advertising includes all areas of a trade customer's website and digital assets where advertised pricing is accessible by price comparison engines, such as the online "shopping cart".

# **Whirlpool Corporation Confidential**

# HAVE QUESTIONS - CONTACT OUR CO-OP TEAM





Email: <a href="mailto:coop@whirlpoolhub.com">coop@whirlpoolhub.com</a>

Website: whirlpoolhub.com

Make sure to Visit the Reference Section on The HUB to obtain copies of the various documents you need to understand the policy and Co-Op program available to you.



