

# FAQs

## Loyalty Rewards Program



### What is the Loyalty Program?

A: The loyalty program rewards you for purchasing the reagents and consumables you normally use with your CFX. By purchasing and reporting \$12,000 worth of eligible products within 12-months of enrollment, your CFX may be eligible for a free on-site service contract. Our online program allows you to report and track your purchases and monitor your progress towards earning a free service contract. View the [eligible product](#) list.

### Which instruments are eligible for a service contract?

A: A service contract can be awarded on any CFX real-time PCR detection system currently covered under warranty or service contract. This includes the CFX Connect™, CFX96™, CFX96 Touch™, CFX384 and CFX384 Touch™ Real-Time PCR Detection systems. Instruments not currently covered by warranty or contract are eligible for enrollment and may earn a contract through a recertification process performed when the 12,000 point threshold is met. This entails running a CFX Qualification Plate and submitting passing results.

### How do I report purchases and add to the qualified total of my loyalty program?

A: Upload order information using the [loyaltyrewards.bio-rad.com](https://loyaltyrewards.bio-rad.com) webpage. We will automatically attribute the amount spent on [eligible products](#) toward your loyalty program total.

### Does the loyalty program expire?

A: Yes, to earn a free service contract, the 12,000 point threshold must be met within 365 days from the enrollment date. The loyalty program will expire and the balance reset to zero on the program renewal date, which is one calendar year after the date the instrument was initially enrolled. The instrument is automatically re-enrolled in the program each year.

### Why are my purchases not showing in my Loyalty Program total?

A: To be included in the Loyalty Program point total, purchases must be reported through the [loyaltyrewards.bio-rad.com](https://loyaltyrewards.bio-rad.com) webpage. If a purchase has been added and is not posted within 5-business days, please contact us.

### Can I report purchases made prior to my enrollment date?

A: Orders invoiced up to 30-days prior to enrollment may be reported and will count towards your program total.

### Who should I contact with questions or updates regarding my program?

A: Email us, [loyalty@bio-rad.com](mailto:loyalty@bio-rad.com)

