GoNano Activator Program — Terms and Conditions

These terms apply between Les Produits Go Nano inc. ("GoNano") and the participant named in the enrolment form ("you"). By paying the fee and/or checking the corresponding box, you confirm having read them and accept them.

1. The Program. The Activator Program (the "**Program**") is a paid training program. Once you complete it and GoNano approves you, you may become eligible to purchase GoNano products and use them in your business. Enrolling does not guarantee approval and does not give you an agreement, exclusivity, leads, or any level of sales or revenue. The territory check included in your enrolment holds that territory for thirty (30) days only; it is not exclusive and it expires. Buying and applying products is covered by a separate agreement. GoNano has not promised you any level of sales, revenue or profit, and you must not rely on any such statement by anyone.

2. Program fee and payment. The Program fee is $2,500, payable in full by credit card before you join. No tax is charged on it. It buys your new-roof quick-start training, the full launch kit, a territory check with a thirty (30) day hold, the thirty-day activation sprint, product samples and access to the RHS app. The fee is personal to you and cannot be transferred.

Your $2,500 is credited in full toward whichever launch package you choose under section 3. Paying the fee is all you need to do to start: you are not asked to choose a package, and you owe nothing further, until you are ready to certify. If you never buy a package, you owe nothing beyond the $2,500, you are not certified, and no product ships. The credit stays available for twelve (12) months from the day you paid, and is forfeited after that. The fee is not refundable except under section 4.

3. Launch packages. To become certified and receive product, you buy one launch package under a separate certification and supply agreement. You choose your package when you are ready to certify, not when you enrol.

Starter — 12 cans (240 litres) at $65 per litre — package price $15,600, less the $2,500 fee paid, balance due $13,100.
Growth — 30 cans (600 litres) at $50 per litre — package price $30,000, less the $2,500 fee paid, balance due $27,500.
Pro — 45 cans (900 litres) at $45 per litre — package price $40,500, less the $2,500 fee paid, balance due $38,000.

Package pricing is locked for thirty (30) days from your onboarding call; after that GoNano's then-current pricing applies, and GoNano will give you at least thirty (30) days' written notice before any increase takes effect. You may move up to a larger package at any time by paying the difference at the prices then published; once a package has shipped you cannot move down.

No tax is charged on your $2,500 Program fee: until it is applied to a package it is held as a deposit on account. For orders delivered in Canada, normal Canadian sales taxes apply; they are calculated on the full package price and charged together with the balance. GoNano does not collect sales tax on orders delivered in the United States; any tax payable in your own jurisdiction is your responsibility.

Every package includes GoNano's full published product warranty. Beyond that: Starter — shipping not included, RHS app at $99 per month. Growth — $200 off shipping, RHS free for six (6) months, replenishment pricing held at Tier 2 for the following quarter. Pro — shipping covered up to $1,000, RHS free for twelve (12) months, replenishment pricing held at Tier 3 for the following two quarters. For each protected quarter you pay the better of your guaranteed tier or the tier your actual quarterly volume earns; outside those quarters your actual volume sets the tier at GoNano's then-current published rates. Shipping not included or not fully covered is calculated after the order is placed and billed at cost. Any RHS feature described anywhere as planned, upcoming or in development is not part of your package, GoNano does not commit to a release date for it, and your package price does not depend on it.

4. Money-back guarantee. GoNano will refund your full Program fee if, within thirty (30) days of your start date, you successfully complete all of the following: (a) the onboarding call; (b) every weekly group call; (c) all Program modules and quizzes; (d) the Atman assessment and each one-on-one session with your program representative; (e) at least thirty (30) roof assessments in the RHS app, each sent to a valid homeowner email address; and (f) your business entity in place before any product ships, with its Quebec enterprise number (NEQ), business number (Canada) or Employer Identification Number (United States) provided to GoNano. "Complete" means recorded as complete in the Program platform, or otherwise proven by you.

These are conditions of the refund only. They are not conditions of certification: completing fewer of them does not stop you from buying a launch package or being certified, it only means the fee is not refundable.

To claim, send your request in writing to your Program contact with supporting proof, within fifteen (15) days after the end of the thirty-day period. GoNano will review it within fifteen (15) days of receiving everything it needs; if something is missing you have ten (10) days to provide it. If approved, GoNano pays you within thirty (30) days, by the same method you paid, without interest. One refund per participant, and taking it ends your participation.

5. Brand, trademarks and confidentiality. While you are enrolled and in good standing, you may use the GoNano name, logos and Program materials only as permitted by the GoNano Brand Guidelines given to you at enrolment, which may be updated from time to time with notice to you. The Guidelines cover approved logos, colours and product names and the rule that you never alter them; how you describe yourself, which is under your own business name as a GoNano certified contractor, never using "GoNano" in your own business, domain or social media name; approved product claims and the requirement to pass on GoNano technical and safety data sheets unchanged apart from your own name

and contact details; and rules for vehicle wraps, signage, uniforms, flyers, websites and social media. Anything the Guidelines do not cover needs written approval from GoNano's marketing team. You may not register or use any domain name, social media handle, business name or paid advertising that includes a GoNano mark without GoNano's prior written consent. Never sell a GoNano product rebranded, repackaged or renamed, and never leave a customer thinking your business owns the brand or makes the products. If GoNano tells you in writing that a use does not comply, stop immediately and, within ten (10) days, correct or remove the material and confirm in writing that you have done so. The marks stay GoNano's and all goodwill from your use belongs to GoNano.

Program materials, methods, pricing, platform content, documents made available to you and anything GoNano identifies as confidential are GoNano's confidential information. Use it only to take part in the Program and to sell and apply GoNano products; do not disclose, copy or record it, or use it for any competing product. This does not apply to information that is public, that you already lawfully had, or that you must disclose by law (tell GoNano first if you can). These obligations continue after you leave, and you must return or delete the materials when GoNano asks.

6. Feedback, recordings and privacy. Any feedback, comment, idea, suggestion, script, photo or improvement you or your personnel give during or about the Program belongs to GoNano. You assign GoNano all of your rights in it, including copyright, waive your moral rights, and will make sure your personnel do the same. GoNano may use it for any purpose, including commercially, with no attribution and no payment. GoNano may record Program calls for training and quality purposes, and may show your Program activity — assessments completed, homeowner videos sent, proposals out, reorder size — on the in-Program leaderboard other participants can see.

If you collect personal information such as homeowner names, addresses or email addresses, you do so for your own business and must comply with all applicable Canadian and Quebec privacy laws and with Canada's anti-spam law. Before sending a homeowner a commercial email you must have and keep a record of their valid consent, identify yourself clearly, and include a working unsubscribe link. If you give homeowner information to GoNano, you confirm the homeowner consented to GoNano contacting them for that purpose. If a privacy breach affects information you collected through the Program, notify GoNano within forty-eight (48) hours of becoming aware of it.

7. Honest selling, indemnity and limits. Do not make any claim about GoNano products, warranties, results or earnings beyond GoNano's published materials, and in particular do not tell a homeowner or anyone considering the Program how much they will save, earn or make. Revenue, profit, coverage and job-time figures in GoNano's sales materials are estimates for illustration only and are not a guarantee of earnings. You will indemnify GoNano for any third-party claim arising from your work, your statements, your use of the marks, your handling of personal information, or your breach of these terms. GoNano's total liability to you under these terms is limited to the fee you paid; this limit does not apply to bodily or moral injury, or to intentional or gross fault. Products are covered only by GoNano's published product warranty and GoNano is not responsible for your workmanship. Do not offer a

customer any warranty on GoNano products other than GoNano's published warranty, and do not present your own workmanship warranty as GoNano's.

8. If things don't work out. You may leave the Program at any time on written notice, without a refund except under section 4. GoNano may also conclude that the fit isn't right and end your participation on written notice. If GoNano does so, and you have not already breached these terms, GoNano will refund your Program fee and you keep your right to a refund under section 4 if you had already met its conditions when notice was given — either way, you are made whole. Separately, GoNano may suspend or end your participation with no refund if you breach these terms and do not fix the breach within five (5) days of written notice, or immediately if the breach cannot be fixed, or if your conduct is unlawful, dishonest, or damages GoNano's reputation. Suspension does not extend any deadline in section 4. When your participation ends for any reason, stop using the GoNano marks and materials, stop calling yourself an Activator, and return or delete the Program materials on request. GoNano may update these terms or the Program from time to time and will let you know when it does; the version in force when you bought a launch package governs that package.

9. Website, platform and third-party tools. GoNano grants you a limited, non-exclusive, non-transferable and revocable licence to access, use, display, print and download the GoNano website, the Program platform and their content, in accordance with applicable law and these terms. Except as section 5 allows, you may use the underlying HTML code, text, audio clips, video clips and other content only for non-commercial, personal or educational purposes, provided you do not modify it and you include the related copyright notice and this licence with every copy. Any other use requires GoNano's prior written consent. Using the website or its content for any unlawful purpose is prohibited, as is any commercial use or resale of it.

The Program may give you access or links to third-party websites, applications, software and services, including those of GoNano affiliates such as the RHS app. Your use of them is governed by their own terms and privacy policies, which you are responsible for reading and following. GoNano does not control them and gives no guarantee as to their quality, accuracy, reliability, completeness, timeliness, non-infringement, merchantability or fitness for a particular purpose; if you use them you do so at your own risk. GoNano is not responsible for them or their content, does not endorse them, and may change or withdraw your access at any time.

10. Your business and the community. You are an independent business. These terms do not create a franchise, joint venture, partnership, agency or employment relationship, and you must not present yourself as GoNano's employee, agent or partner. You set your own prices, hire your own people, sign your own contracts with your own customers, and are responsible for your own work and workmanship. You must be a duly registered business, hold every licence your work requires (including a valid RBQ licence in Quebec), and carry liability insurance.

The Program includes group calls, shared channels and other spaces where you can post and see other participants' information. You must follow the GoNano Community Guidelines and the rules below; GoNano may moderate these spaces, remove content, and mute, suspend or remove you at any time. (a) Be respectful — no harassment, threats, discrimination, hate speech, or abusive or sexual content toward anyone in the Program or on GoNano's team. (b) Never discuss or agree with another participant on the prices you charge, the customers or areas you will each work in, the bids you will submit, or what you pay your workers; these agreements between competing businesses are illegal even if nobody follows through, so if a conversation starts to go there, leave it and tell your program representative. (c) Keep what you see inside — do not record, screenshot, copy or repost another participant's posts, questions, numbers or materials outside the Program space, and do not use their business information for your own commercial advantage. (d) Do not post homeowner or customer personal information, including names, addresses, emails, photos that identify a property, or contract documents. (e) Post honestly — do not exaggerate your results, imply GoNano guarantees any level of sales, or present your own opinion as GoNano's position, and do not give other participants legal, tax, insurance or building-code advice; share your experience instead. (f) Do not use the Program spaces to sell, recruit or promote anything other than your GoNano work, including competing products or other programs, and do not solicit GoNano's employees or contractors.

11. Communications and general. GoNano may contact you by phone, email and text message about your enrolment and participation, including onboarding, scheduling, calls and modules, deadlines, refund eligibility, payments, package pricing, product and safety notices, and support. You need these messages in order to take part, so they continue while you are in the Program even if you have opted out of GoNano marketing messages. Marketing messages are separate: GoNano sends those only if you opted in, and you may withdraw that consent at any time through the unsubscribe link or by writing to **marketing@gonano.com**. Keep your contact details current — a notice sent to the email address on your enrolment form counts as received by you.

These terms are governed by the laws of Quebec, and any dispute goes before the courts of the judicial district of Montréal. If one part is found unenforceable, the rest still applies. Together with the enrolment form, the non-disclosure agreement you accepted when booking your call, the certification and supply agreement for your launch package, and the Brand Guidelines, these terms are the whole agreement about the Program. The parties confirm they have agreed that these terms be drawn up in English / Les parties confirment avoir convenu que les présentes conditions soient rédigées en anglais.

Last updated on November 18, 2026