Operation Warm Wishes Official Contest Rules (the "Rules")

1. NO PURCHASE NECESSARY TO ENTER OR WIN. PURCHASE WILL NOT INCREASE YOUR CHANCE OF WINNING.
2. This Contest (the "Contest") is sponsored by Happy Home Services, 5112 Neal Road, Durham, NC, 27705 ("Sponsor"), with prize furnished by Goodman, 19001 Kermier Road, Waller, TX 77484.
3. Subject to the exclusions set forth in these Rules, the prize is a new replacement HVAC system installed in your home (approximate retail value varies depending on size and type of home, up to a maximum approximate retail value of $10,000.00) (the "Prize").
4. Eligibility requirements apply to any individual who nominates a Potential Winner (a "Nominator"), as well as any individual who is nominated to win the Prize (a "Potential Winner").
5. To be eligible to participate in the Contest, either as a Nominator or a Potential Winner, at the time of entry you must be a legal adult and legal U.S. resident. Any Potential Winner must also be a legal resident of North Carolina and qualify as a residential homeowner whose primary residence is located within the Sponsor's service area and contains the central heating and cooling system that would be replaced by Prize. Only one entry per household. Employees of Sponsor and their family members are not eligible. If you are unsure whether you or a Potential Winner are in Sponsor's service area, please call (919) 765-8790.
6. To be eligible, entries may be submitted beginning 12:01 am ET on October 14, 2026 and must be received by 11:59 pm ET on November 13, 2026. Sponsor's server/computer system is the official time-keeping device for this Contest.
7. To be eligible, entries must contain legal name, phone number, email address, and primary residential address of both Nominator and Potential Winner (in the case of the Winner's primary residential address, the "Residence"), as well as a narrative describing why Potential Winner should receive Prize at the Residence. Entries must be submitted through nomination form available at happyhomeheatingandcooling.com/operation-warm-wishes.
8. Sponsor will review all eligible entries and select one winner therefrom (the "First Prize Winner"). First Prize Winner will be selected by Sponsor based on satisfaction of all eligibility criteria and comparison of the entry narratives for each Potential Winner, including but not limited to Sponsor's assessment, in Sponsor's sole discretion, of each Potential Winner's relative financial, health-related, and emotional need for Prize as reflected in entry narrative.
9. By submitting an entry, Nominator certifies that all information contained in the entry is true, current, correct, and complete to the best of Nominator's knowledge and belief. At all times Nominator, Potential Winner, and any First Prize Winner shall have an ongoing obligation to ensure that the information contained in any relevant entry is and remains true, current, correct, and complete to the best of their knowledge and belief, and Nominator, Potential Winner, and/or First Prize Winner shall notify Sponsor of any false, outdated, incorrect, or incomplete information contained in any relevant entry as soon as reasonably possible after discovery thereof. Prior to being selected as First Prize Winner any Potential Winner shall be required to review and verify the truth, currency, accuracy, and completeness of all information provided in nominating entry

10. By entering, via either submission as a Nominator or acceptance of status as a Potential Winner, you irrevocably and unconditionally grant Sponsor the right on any of Sponsor's or its parents' or subsidiaries' websites, social media accounts, and or similar locations or media to publicize your name, character, photographs (including the use and appearance of any winner's photograph), likeness, biographical information, e-mail address, voice, and details of winning for purposes of this and future promotions without further compensation, except where prohibited. By accepting Prize, First Prize Winner additionally agrees to provide a testimonial of the experience with a photograph of the before and after equipment.
11. By entering, via either submission as a Nominator or acceptance of status as a Potential Winner acknowledge and agree that the Sponsor may use the contact information provided (including email address, phone number, and mailing address) to communicate with them regarding the Contest and for future promotional, advertising, and marketing purposes, including but not limited to offers, newsletters, and information about Sponsor's products and services. Consent to receive marketing communications is not a condition of entry and may be withdrawn at any time by following the unsubscribe instructions included in such communications or by contacting Sponsor directly.
12. Sponsor may require First Prize Winner to furnish affidavit of eligibility and/or other documentation prior to collecting Prize, including, if necessary, consent by or on behalf of any minors associated with First Prize Winner or Contest publicity.
13. Sponsor will not publish your home address nor will your information be sold to any third parties. For more information on Sponsor's privacy policy, please visit happyhomeheatingandcooling.com/privacy-policy.
14. First Prize Winner will be preliminarily selected and notified by December 2, 2025. Subject to eligibility verification as further provided in these Rules, First Prize Winner will be informed of final selection as First Prize Winner prior to media announcements.
15. First Prize Winner will be posted online on Sponsor's Facebook and/or other social media page(s) by December 31, 2025.
16. The Prize cannot be redeemed for cash or otherwise. The Prize is not transferrable or assignable. Sponsor reserves the right to substitute any prize with a prize of equal or greater value in its sole discretion.
17. Award of Prize is subject to verification by Sponsor or duly authorized third party that First Prize Winner's Residence can accommodate Prize in compliance with all applicable laws and regulations and without uncommon installation or other expense, as determined in Sponsor's sole discretion. The foregoing encompasses ensuring that the Prize is the correct size and otherwise has the correct specifications for the First Prize Winner's Residence, including compliance with all applicable building and other codes, and that the Residence is able to pass all applicable inspections. To be eligible to win Prize, First Prize Winner must agree to and permit Sponsor and/or duly authorized third parties to take all necessary legal, regulatory, or other compliance actions, including but not limited to pulling all necessary permits and allowing all necessary inspections. For the avoidance of doubt, the precise nature and value of Prize will vary depending on First Prize Winner's Residence, and Prize will only be awarded if it can be installed in Residence as described above. First Prize Winner is **not** entitled to any value difference between actual First Prize awarded and maximum approximate retail value set forth above.

18. Prize does not include any duct work, repairs, or upgrades or other similar modifications as determined in Sponsor's sole discretion.
19. Odds of winning the Prize depend on number of entries received and content of each entry. Winner may be required to provide his/her valid Social Security Number for tax purposes and/or complete an IRS W-9 form in order to claim a prize. Federal, state, and local taxes on prizes, if any, and any other costs, fees, and expenses not listed above as specifically included as part of the Prize are the sole responsibility of winner. An IRS form 1099 and other tax-related forms and documents may be issued by Sponsor or others associated with Contest if required by law.
20. If First Prize Winner is subsequently disqualified, determined not to have satisfied eligibility criteria, or is otherwise ineligible to receive Prize, all as determined in Sponsor's sole discretion, Sponsor has the right, but not the obligation, to select a new First Prize Winner.
21. Neither Sponsor nor any of Sponsor's parents, affiliates, or subsidiaries accepts any responsibility or liability in connection with any injuries, losses, or damages of any kind caused by or resulting from the Contest, including the acceptance, possession, installation, or use of Prize awarded pursuant to this Contest, and by accepting Prize, the winner expressly absolves Sponsor and all associated parents, affiliates, subsidiaries, or other entities of any such responsibility and liability. Sponsor is not liable for any lost, stolen, incomplete, or miscommunicated or misunderstood entries, and all such entries are void; or for interrupted or unavailable satellite, network, server, internet service provider (ISP), website, telephone or other connections, availability or accessibility, or miscommunications, or failed computer, satellite, telephone or cable transmissions, or lines, or technical failure or jumbled, garbled, corrupted, scrambled, delayed, or misdirected transmissions, or computer hardware or software or telephone malfunctions, failures, or technical errors or difficulties, or other errors of any kind whether human, mechanical, electronic, or network, or the incorrect or inaccurate capture of entry or other information or the failure to capture, or loss of, any such information entries, prizes, or Contest information.
22. Any failure by Sponsor to enforce any of these Rules shall not constitute a waiver of such Rules. In the event that any provision of these Rules is determined to be invalid or otherwise unenforceable or illegal, these Rules shall otherwise remain in effect and be construed in accordance with their terms as if the invalid or illegal provision were not contained herein.
23. By entering, via either submission as a Nominator or acceptance of status as a Potential Winner, you expressly release and hold harmless Sponsor, Sponsor's parents, affiliates, and subsidiaries, as well as Instagram and Meta, from any and all liability arising or relating to the Contest and expressly acknowledge that the Contest is in no way sponsored, endorsed or administered by, or associated with, Instagram or Meta.
24. Sponsor reserves the right to disqualify any individual from further participation in the Contest if Sponsor concludes, in its sole discretion, that such person (a) has attempted to tamper with the entry process or other operation of the Contest or (b) has disregarded, failed to comply with, or attempted to circumvent these Rules.
25. This Contest is subject to all federal, state, and local laws and is void where prohibited. Sponsor shall be entitled to interpret these Rules in its sole discretion—including but not limited to rules regarding entries, deadlines, winner selection, prize restrictions, and

eligibility—and all of Sponsor's decisions are final. By entering, each Nominator, Potential Winner, and First Prize Winner irrevocably, fully, and unconditionally agrees to be bound by these Rules and Sponsor's interpretations thereof and waives any right to claim ambiguity in these Rules and or any other advertising or materials related to the Contest.