



Vulnerability Disclosure Policy

At TRAERGER PELLET GRILLS LLC, we are committed to enhancing the security of our TRAERGER® products. If vulnerabilities are discovered, we approach them with a strong sense of urgency and resolve them promptly. Collaborating with the security community and our customers is vital in achieving a safer experience for everyone. We encourage the responsible reporting of any security risks or vulnerabilities to help us continuously improve.

If you have discovered or suspect a security vulnerability, please report it to us at security@traeger.com. Do not include any personal information when reporting a security vulnerability. For non-security-related product issues, visit our support page at support@traeger.com.

Reporting Guidelines:

- Provide a detailed description of the vulnerability, including the affected product and version.
- Include steps to reproduce the vulnerability or any available proof-of-concept code (if possible).
- Please refrain from publicly disclosing the vulnerability or sharing it with third parties until we have had the opportunity to resolve it.

Communication and Acknowledgment:

- We will acknowledge the receipt of your report as promptly as possible, no later than 7 days after submission.
- To protect our customers and products, we request that all communications regarding the vulnerability remain confidential. We will maintain the confidentiality of the reporter and any sensitive information related to the report.
- We are committed to engaging professionally and respectfully with all reporters and value the important role the security community plays in improving our products.

Vulnerability Resolution:

- Our team will work with you to understand the reported issue and develop an appropriate solution.
- We aim to resolve reported vulnerabilities within 90 days of acknowledgment, including deploying updates or patches and implementing future safeguards.
- If immediate resolution is not possible, we will implement temporary measures to mitigate the risks and protect our customers and their data.

By working together, we can ensure that TRAERGER® products remain secure and reliable for all users.