



**THE CLOROX SALES COMPANY**  
**COUPON REDEMPTION POLICY STATEMENT**

This letter explains the terms and conditions under which The Clorox Sales Company will reimburse customers for coupon submissions. Proper store redemption of our coupons authorizes you to submit coupons for reimbursement by The Clorox Sales Company.

*Your redemption of coupons signifies compliance with The Clorox Sales Company requirements, as outlined below.*

**Redemption at the Store**

1. Coupons are redeemable only by a consumer purchasing the product(s) indicated, including but not limited to the brand, quantity and size, not later than the expiration date, with the face value of the coupon deducted from your retail price.
2. Coupons may not be reproduced, photocopied, trimmed or altered in any way by the retailer.
3. Coupons are non-assignable and are void if transferred from their original recipient to any other person, firm or group. The Clorox Sales Company does not permit the unauthorized distribution, collection, sale, or assignment of its coupons for any reason. For example, coupons are not to be used in swap boxes, taped to product or placed on hooks near manufacturer products, gathered and distributed by any person or group for charitable fund-raising purposes, or otherwise used in any way except as described in Requirement 1 above.
4. Coupons are void if taxed, restricted, or prohibited by law.
5. The consumer must pay any applicable sales tax involved in connection with the purchase of coupon items.
6. There is a limit of one coupon per purchase of the product(s) and size(s) indicated.
7. Coupons are only redeemable by authorized dealers located in U.S., including Military Commissaries. The Clorox Sales Company will not honor coupons submitted by retailers for products purchased from sources outside of The Clorox Sales Company's normal channels of distribution. Coupons redeemed on salvaged, damaged, close-out or diverted product will not be honored.

**Processing Coupons for Payment**

1. The Clorox Sales Company will accept properly redeemed and identified coupons directly from the retailer, through a retailer clearinghouse, or through a retailer-billing agent. Coupons from unauthorized intermediary agents will not be accepted.
2. All applicable IRS reporting requirements, including obtaining an appropriate taxpayer identification number, must be complied with by the retailer.
3. To redeem coupons for The Clorox Sales Company, send properly redeemed coupons to:

The Clorox Sales Company  
P. O. Box 880409  
El Paso, TX 88588-0409

**OR**

NCH/ The Clorox Sales Company  
26-A Walter Jones  
El Paso, TX 79906

## Policy for Payment and Denials

1. You will be reimbursed for the following:
  - A. Face value of coupons or coupons redeemed for free merchandise, at your retail-selling price (up to the stated cap amount).
  - B. 8¢ for handling each coupon properly redeemed. An industry study, independently conducted by Arthur Andersen, identified that the 8¢ covers the following costs:

• Front-End Handling by the Retailer	4.8¢
• Store to Headquarters Accounting	.4¢
• Store Occupancy	.4¢
• Sundry Loss	.56¢
• Cost of Funds	.96¢
• Coupon Processing	.88¢

This covers any special handling, invoice preparation, or other fees.
  - C. Postage Rate
    - Retailers who sort and submit directly will be reimbursed for reasonable postage indicated on the package received.
    - Retailers using a retailer clearinghouse or billing agent will be reimbursed at a per thousand coupon rate of \$7.20/M.
2. You will NOT be reimbursed for the following:
  - A. Unreasonable postage claims above our stated reimbursement rate as mentioned above.
  - B. Submission of invoices not to exceed five (5) per day.
  - C. Add-on miscellaneous fees including, but not limited to the following:
    - Shipping consolidation fees
    - Invoice creation fees
    - Minimum invoice fees
    - Fuel surcharge fees
3. Coupon reimbursements and adjustments may NOT be deducted from payment of invoices.
4. On request, retailers must provide The Clorox Sales Company with legitimate proof-of-purchase documentation of sufficient stock items to cover the coupons presented for payment. Failure to provide The Clorox Sales Company with legitimate proof-of-purchase will deem all coupons null and void and payment for such coupons will be withheld. Handwritten invoices or invoices from salvaged merchandise suppliers or diverters will not be honored as legitimate proof-of-purchase.
5. In the event a retailer payment is withheld, the retailer must appeal the decision of the Clorox Sales Company within twelve (12) months of the date of notification. Retailer should contact Customer Relations at 1-(800) 833-7096.

### **Other Information**

1. The cash redemption value of each coupon is 1/20 of one cent.
2. It is FRAUD to present coupons for redemption other than as provided by this Redemption Policy.
3. FAILURE TO OBSERVE THESE TERMS AND CONDITIONS FOR PROPER REDEMPTION MAY AT THE SOLE OPTION OF THE CLOROX SALES COMPANY, VOID ALL COUPONS SUBMITTED FOR REIMBURSEMENT AND ALL COUPONS MAY BE RETAINED AS PROPERTY OF THE CLOROX SALES COMPANY, WITHOUT PAYMENT. FAILURE TO ENFORCE ANY TERMS OR CONDITIONS HEREOF SHALL NOT BE DEEMED A WAIVER FOR THEM.