



## **COUPON REDEMPTION POLICY**

**Your redemption of our coupons indicates your acceptance and compliance with this Redemption Policy (the “Agreement”). Notwithstanding any course of dealings between us, no purchase order, invoice, retailer-policy or similar document shall be construed to modify any of the terms of this Agreement.**

### **Redemption at the Store**

1. Coupons are redeemable only by a consumer purchasing the specific brands and product(s) stated on the coupon, limited to the stated size and/or quantity, with the face value of the coupon deducted from your retail price. Only one coupon shall be honored for each item purchased.
2. Coupons may not be reproduced, photocopied, mutilated, trimmed or altered in any way. Any such coupons should not be redeemed by retailer and any such coupons will not be accepted or reimbursed by Irving Personal Care
3. Coupons are non-assignable and are void if transferred from their original recipient to any other person, firm or group. Irving Personal Care does not permit the unauthorized distribution, collection, sale, or assignment of its coupons for any reason. Therefore, coupons are not to be used in swap boxes, taped to product or placed on hooks near Irving Personal Care products, gathered or distributed by any person or group for charitable fund-raising purposes, or otherwise used in any way except as described in Section 1 above.
4. Coupons are void if taxed, restricted, or prohibited by law.
5. The consumer is required to pay any applicable sales tax.
6. Coupons will be redeemed only at retail locations in the United States, its territories and at U.S. Military bases.

### **Processing Coupons for Payment**

7. Irving Personal Care will only accept properly redeemed and identified coupons: (a) directly from the retailer, or (b) through authorized retailer clearinghouse, or (c) wholesaler-billing agent.
8. All applicable IRS reporting requirements, including obtaining an appropriate taxpayer identification number, must be complied with.

9. To redeem coupons for Irving Personal Care, send properly redeemed coupons to:

Irving Personal Care, Inc.  
P.O. Box 880394  
El Paso, TX 88588-8394

### **Policy for Payment and Denials**

10. You will be reimbursed for the following three (3) items:

- A) Face value of coupons or if the coupon provides for free merchandise, for your retail-selling price (up to the stated maximum value printed on the coupon); plus
- B) 8¢ for handling each coupon properly redeemed;<sup>1</sup> plus
- C) reasonable out-of-pocket costs incurred for the physical transportation of the coupons to us or to our authorized agent. **We will not pay for any administrative or consolidation fees and, except as described in (ii) below, we will not pay any other upcharges that you or your agent (if you use one) may assess on or in lieu of such pass-through/out-of-pocket expenses.**  
The transportation costs will be reimbursed as follows:

- i. For retailers who sort the coupons they have redeemed and submit them directly without the use of any third party agent, you will be reimbursed for incurred reasonable postage (i.e. first class mail insured) or other shipping charges, as indicated on the package received.
- ii. For those retailers that are using an authorized clearinghouse or billing agent, we will reimburse you at a rate not exceeding **five dollars per thousand of coupons redeemed (\$5.00/M)**.

11. Coupon reimbursements and coupon adjustments **cannot be deducted** from product invoices or purchase orders. Invoice deductions and deduction fees are not in compliance with Irving Personal Care's redemption policy.

12. Irving Personal Care reserves the right to request evidence of proof of purchase to show that sufficient stock was purchased to justify the number of coupons submitted and reserves the right to audit the coupon sorting and billing service of any retailer or any agent involved in the handling process.

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<sup>1</sup> The 8¢ handling allowance covers the following:

- Front-End Handling by the retailer
- Store to Headquarters Accounting
- Store Occupancy
- Sundry Loss
- Cost of Funds
- Coupon Processing - This covers any special handling, invoice preparation, or other fees

13. Any lawsuit involving coupon processing or payment disputes shall be brought within 18 months of the original date of coupon payment or such claims shall be deemed extinguished. Any such lawsuit shall be filed and conducted in a state or federal court located in the state of New York. Each party shall be responsible for its own attorneys' fees and costs.
14. If false or misleading verification information is provided on a questionnaire to Irving Personal Care, or an authorized clearinghouse, redemption privileges with Irving Personal Care may be permanently terminated.
15. Each shipment of coupons will be considered as a whole and Irving Personal Care reserves the right to refuse payment for an entire shipment if any portion of the shipment is found to be improperly redeemed.
16. Failure to observe these terms and conditions for proper redemption may, at the option of Irving Personal Care, void all coupons submitted for reimbursement and all coupons may be retained as property of Irving Personal Care without payment. Irving Personal Care reserves the right to forward coupons, which Irving Personal Care judges to be misredeemed, to law enforcement agencies for their review and investigative purposes.

### **Miscellaneous Terms**

17. The cash redemption value of each coupon is 1/20 of one cent.
18. It is FRAUD to present coupons for redemption other than as provided by this Agreement.
19. YOU AGREE THAT FAILURE TO OBSERVE THESE TERMS AND CONDITIONS FOR PROPER REDEMPTION MAY AT THE SOLE OPTION OF IRVING PERSONAL CARE VOID ALL COUPONS SUBMITTED FOR REIMBURSEMENT AND ALL COUPONS MAY BE RETAINED AS PROPERTY OF IRVING PERSONAL CARE, WITHOUT PAYMENT. THE EXERCISE OR WAIVER, IN WHOLE OR IN PART, OF ANY RIGHT, REMEDY OR DUTY PROVIDED FOR IN THIS AGREEMENT WILL NOT CONSTITUTE THE WAIVER OF ANY PRIOR, CONCURRENT OR SUBSEQUENT RIGHT, REMEDY OR DUTY UNDER THIS AGREEMENT.

### **IRVING PERSONAL CARE**