



SCA North America Incontinence Care Division

Customer Support Center

June 12, 2003

Coupon Redemption Policy for SCA North America Incontinence Care Division

All SCA North America Incontinence Care Division cents-off and free goods coupons must be redeemed in accordance with the requirements stated below.

1. Coupons are valid only in the United States of America.
2. Coupons are redeemable only when consumers purchase the brand and/or sizes indicated, prior to the expiration date and retailers deduct the face value from their retail price.
3. Coupons are void where regulated or when reproduced, photocopied, altered or transferred.
4. Coupon are non-assignable and are void if transferred from their original recipient to any other person, firm or group. SCA 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, gathered and distributed by any person or group for charitable fund-raising purposes, or otherwise used in any way except as described in requirement 2.
5. Consumers must pay any applicable sales tax.
6. Multiple coupons may not be used for the purchase of a single item.
7. Coupon reimbursements may NOT be deducted from payments of SCA invoices.
8. SCA will except 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.
9. For each properly redeemed coupon, retailers will be reimbursed for the face value of the coupon or retail price on free goods (up to the stated cap amount) plus a handling fee of \$.08
10. Retailers using a retail clearinghouse or billing agent will be reimbursed for the lesser of claimed postage or \$4.25 per thousand coupons.
11. You will not be reimbursed for unreasonable postage or any additional fees.
12. Postage will be reimbursed at current actual rates. First class postal rates will apply for mailings less than 13 ounces and United States Parcel Service rates for mailings which exceed 13 ounces.

13. On request, retailers must provide SCA with proof of purchase or sufficient stock to cover coupons presented for payment.
14. SCA reserves the right to deny reimbursement, retain, and declare void any coupons presented for redemption that are in mint or mass cut condition, in violation of items 2 or 3 above, or are otherwise improperly redeemed. SCA reserves the right to forward any such coupons to law enforcement or postal authorities for review.
15. In the event a retailer or any portion thereof is withheld, the retailer must appeal the decision of SCA with six (6) months of the date of the notification. Appeals made more than six (6) months after the date of notification will not be honored by SCA.
16. Any retailer who fails to submit a questionnaire to our redemption agent after two attempts are made to secure this information, will be denied payment for any and all coupons submitted.
17. Under no circumstances will payment be issued to Post Office Boxes.
18. The cash value of each coupon is 1/20 of one cent.
19. Failure to follow the above said requirements constitutes fraud and is punishable by law.