



## **COUPON REDEMPTION POLICY STATEMENT**

Updated October 2016

Supersedes all previous Coupon Policy Documents

This policy statement outlines the terms and conditions by which The Clorox Sales Company will reimburse retailers for valid coupon submissions.

The redemption of coupons, and all claims related to the redemption of coupons, indicates willing compliance with The Clorox Sales Company terms and conditions, as outlined below.

### **Redemption at the Store**

Coupons are redeemable only by a consumer purchasing the product(s) indicated on the face of the coupon, including but not limited to the brand, quantity and size, not later than the expiration date, for the face value of the coupon which shall be deducted from the retail price stated on the shelf. Coupons submitted by the retailer for redemption must have first been redeemed by a consumer in accordance with Clorox's offer as stated on the Coupon.

Coupons in any form (e.g., paper, digital, etc.) may not be reproduced, photocopied, trimmed or altered in any way by the retailer.

Clorox reserves the right, in its sole discretion, to reject, confiscate, withdraw and/or refuse payment for all or part of a Coupon offer due to suspected fraud or errors, including, but not limited to counterfeiting, unauthorized distribution, mishandling, significant data errors or system security breaches.

For digital Coupons, Clorox reserves the right, in its sole discretion, to reject, confiscate, withdraw and/or refuse reimbursement for all or part of coupons which exhibit any sign of misredemption including, but not limited to accuracy or quality of data files, excessive or unusual patterns of redemption, use of multiple Coupons (digital or paper).

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, or by any means. For example, coupons are not to be used in swap boxes, taped to product or placed on hooks near the product, gathered and distributed by any person or group for charitable fund-raising purposes, offered for sale or distribution via marketplace websites (e.g., eBay, etc.) or otherwise used in any way except as described in this document.

Coupons are void if taxed, restricted, or prohibited by law.

Retailers are not obligated to accept manufacturer coupons distributed by Clorox. However, upon acceptance of coupons the retailer is subject to the terms and conditions stated on the coupon, and in this policy statement.

The consumer must pay any applicable sales tax associated with the purchase of coupon items when required by local law.

There is a limit of one coupon per purchase of the product(s) and size(s) indicated. Consumers may redeem up to four (4) identical Coupons in a single transaction.

Coupons are only redeemable by authorized retailers located in the United States, 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**

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.

Supporting documentation must be provided if requested by Clorox.

Coupons from unauthorized intermediary agents will not be accepted.

Retailers must comply with all applicable IRS reporting requirements, including obtaining an appropriate taxpayer identification number.

To redeem coupons for The Clorox Sales Company, send properly redeemed coupons to:  
The Clorox Company 2122, NCH Marketing Services, P.O. Box 880001, El Paso, TX 88588-0001

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

Clorox will reimburse for the following:

- Face value of coupons, or for coupons redeemed for free merchandise up to whichever is lower of the shelf price, or stated maximum value printed on the Coupon; plus
- Up to 12¢ for handling for each Coupon properly redeemed

Retailers will NOT be reimbursed for unauthorized or unreasonable claims, including, but not limited to add-on miscellaneous fees including, but not limited to the following:

- Unreasonable postage claims
- Shipping consolidation fees
- Invoice creation fees
- Minimum invoice fees
- Fuel surcharge fees
- Submission of invoices exceeding five (5) per calendar day.
- Face value of coupons, or coupons redeemed for free merchandise up to whichever is lower of the shelf price, or stated maximum value printed on the Coupon

Coupon reimbursements and adjustments may NOT be deducted from payment of invoices, and will not be honored if submitted as a deduction from the payment of invoices. Clorox will take reasonable action to collect funds deducted from an invoice. If funds are not repaid, the funds will be recovered from the retailer's trade fund accruals.

Upon written request, retailers must provide to The Clorox Sales Company legitimate documentation as proof-of-purchase by a consumer at the retailer's store (brick & Mortar or e-store), including proof of sufficient stock of items to cover the coupons presented for payment. Failure to provide The Clorox Sales Company with legitimate proof-of-purchase as outlined above 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.

In the event a retailer payment is withheld, the retailer must appeal the decision within six (6) months of

the date of notification. Appeals received after six (6) months will not be considered. Retailer should contact Clorox Customer Relations at (800) 833-7096.

**Other Information**

The cash redemption value of each coupon is 1/20 of one cent.

It is FRAUD to present coupons for redemption other than as provided by this policy.

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. ALL COUPONS REMAIN THE PROPERTY OF THE CLOROX SALES COMPANY AND MAY BE RETAINED AS SUCH WITH OR WITHOUT PAYMENT. FAILURE TO ENFORCE ANY TERMS OR CONDITIONS HEREOF SHALL NOT BE DEEMED A WAIVER FOR THEM.