

Dear Ms. XXX:

Thank you for taking the time to contact CVS/pharmacy with your inquiry regarding CVS/pharmacy coupon policies and procedures. I hope that the following information will help to clarify things for your group.

We value our savvy coupon shoppers at CVS/pharmacy. As of June 2007 however, we are no longer accepting expired coupons.

Like many companies, we cheerfully reset expired coupons for many years to accommodate our wonderful customers. The recent change in procedure can only be attributed to loss prevention.

CVS/pharmacy will accept coupons printed from the Internet.

They must have a legible barcode that scans at the register.

If the coupon does not scan at the register, the cashier should politely inform you that we are unable to accept your coupon. We do not allow manual overrides at the register for coupons printed from the Internet.

Our registers are set to allow 1 CVS coupon and 1 manufacturer coupon per item. However, the staff should be allowing customers to use Extra Bucks in combination with other CVS coupons since these are coupons you have "earned."

In addition, similarly they should be allowing the use of "offer at the register" coupons which would be an open offer of \$3 off of \$15 or a certain dollar amount off of a specific item.

Since our registers are programmed to only accept 2 coupons (1 CVS, 1 manufacturer) per item if the number of coupons exceed the items purchased a member of management will need to assist the cashier in processing the coupons.

I apologize in advance for any inconvenience.

But once again, I thank you for contacting us. If you have any further questions, please don't hesitate to contact us again.

Sincerely,