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## CVS/pharmacy Response # 08136067

From: **Store Comments** (StoreComments@cvs.com)

Sent: Fri 11/27/09 8:37 AM

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Dear Lee:

Thank you for contacting CVS/pharmacy. We have received your e-mail concerning our coupon policy.

Our registers are set to allow one CVS coupon and one manufacturer coupon per item. However, the staff should be allowing customers to use ExtraBuck coupons in combination with other CVS coupons since these are coupons you have "earned." In the addition, similarly they should be allowing the use of "offer at the register" coupons which would be an open offer of \$3.00 off of \$15.00 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 this may cause you.

You can use coupon towards clearance items but the coupon will be adjusted if it is more than the price of the item.

CVS/pharmacy will accept coupons printed from the Internet obtained from an approved Web site sponsored by the manufacturer. They must have a legible barcode that will scan 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 coupon printed from the Internet. CVS/pharmacy will not accept offers printed from unauthorized Internet postings or reproduction, copies, or facsimiles.

Please feel free to visit [www.cvs.com](http://www.cvs.com) and go to the "Save With In-store Coupons" box and click on "start printing now". To print coupons, check the box next to the Clip! icon, (or click "Select All Offers") and then click "Print Now". Please note that these coupons can be redeemed at CVS/pharmacy stores only and all manufacturer requirements must be met.

In the case where a particular item is on sale for "buy one get one free" (BOGO), you are only allowed to use one manufacturer's coupon. For instance, if Revlon lipstick is on sale for BOGO, you can use one manufacturer's BOGO coupon and both items will essentially become free. Customer will be responsible for any taxes, if applicable.

Also, two manufacturer coupons can be used on a buy one get one free purchase as long as two items are scanned at the register. The system logic sees two items scanned and will allow two coupons. The Store Manager can limit quantities.

If we can be of further assistance, please do not hesitate to contact us. Again, thank you for contacting CVS/pharmacy.

Sincerely,

Lisa

CVS/pharmacy

Customer Relations Representative

08136067

*Earn 2% back on almost on everything with the ExtraCare card in thestore and on CVS.com. Log onto [www.CVS.com](http://www.CVS.com) for details.*

*It's like Free CVS money!*

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