

Walgreens Ref #1825791

From:

Power.Center@walgreens.com



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Sent: Mon 1/12/09 5:25 PM

To: [anonymous@hotmail.com](#)

January 12, 2009

Dear valued customer,

Thank you for taking your time to contact our Corporate Offices. We appreciate hearing from our customers and value all comments received.

1. Can I use one IVC and one manufacturers coupon per item? YES
2. How does it work if the face value of a coupon or coupons (IVC and manufacturers) is greater than the price of the item? THE ITEM WOULD BE FREE, NO CASH VALUE
3. I noticed that almost ALL of the IVC coupons now state that they cannot be used in conjunction with any other offer. Does other offer refer to manufacturer coupons, sale items, or something else? IVC AND OTHER COUPONS MAY BE APPLIED TO THE SAME ITEM

4. BOGO Questions; Examples:

Q: If you have Rimmel cosmetics on sale for Buy 1 Get 1 Free, the price is

4.99 for 1 or if I buy 2 I get the discount and they ring up as 2.49 and 2.50.

Can I use 2 manufacturer coupons? One coupon for each one I'm purchasing since I

have to buy 2 to get the discount? Such as 2 coupons that are 1 off each?

A: Buy one get one free - one item will be rung up free. You can use 2 MFR coupons on the product you are paying for because the # of coupons cannot exceed the # of items scanned.

Q: What about If you are having a store promotion for Buy 1 Get 1 Free and I

have a manufacturers coupon for Buy 1 Get 1 Free Do I get both Items Free and

just pay the sales tax?

A: Yes.

7. I understand that managers are allowed to limit the number of items purchased even if there is no limit stated in the weekly flyer. However, is there any minimum acceptable number? For example, I actually had a manager tell me that customers were only allowed to purchase 1 of the Garnier Fructis (on sale for 1 this week)!!! That just seems like a ridiculously low number, and a person couldn't even purchase a shampoo AND conditioner without leaving the store and coming back at a later time.

THERE IS NO SET LIMIT BYU CORPORATE UNLESS STATED ON THE COUPON. MANAGAMENT HAS THE DISCRETION TO LIMIT ANY AD ITEM.

8. When a coupon states one per purchase, does that mean one coupon per item,
or one per transaction? ONE PER ITEM PURCHASED

9. Can I use more than one Register Rewards in a transaction?
OF COUPONS CAN NOT EXCEED # OF ITEMS

10. Can I use Register Rewards in a transaction that will print out other (different product) Register Rewards? THIS DEPENDS ON THE TRANSACTION. IF THE SAME \$ AMOUNT R.R. IS USED FROM THE SAME MFCTR IT WILL NOT PRINT

11. Is there anywhere in Walgreens stores where we can call Walgreens customer service number if we feel as though policies are not being followed correctly? And is there a customer service number that we can call after hours for the stores that are open 24 hours? YOU MAY CALL 800-925-4733 DURING BUSINESS HOURS. WE ARE IN TRANSITION OF OPENING 24-7.

Again, thank you for contacting our corporate office. We truly appreciate you taking the time to share your comments.

Sincerely,

April S.
Supervisor, Consumer Relations

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