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To: jessica@thisfrugallife.com

Dear Valued Customer:

Thank you for contacting Ralphs regarding our Coupon Policy. Our coupon policy varies by division. The policy for stores in your area is as follows. Please note that this policy is our most current and it is subject to change without notice. For further clarification of this policy, please speak directly to store management.

The store manager has the right to accept, decline or limit the quantity of coupons or items used or purchased in a single transaction, by a single customer, or in a single day.

Double Coupons:

- * Manufacturer coupons of \$0.50 or less will be "doubled".
- * Manufacturer coupons of \$0.51 - \$1.00 will be redeemed for \$1.00.
- * Manufacturer coupons over \$1.00 will be redeemed at face value.
- * A limit one (1) coupon per household for each item will be "doubled" or have its value increased to \$1.00.
- > This does not apply to "free," Catalina, Ralphs, Retail Food Store coupons, electronic coupons on a Ralphs Rewards card, or items prohibited by law (fluid milk, all liquor, and tobacco).

Pharmacy Coupons:

- * Competitor pharmacy coupons are accepted.
- * LCM or Competitor Coupons may not be used in conjunction with our \$4 Generic Program.

General Coupon Policy:

- * Limit of five (5) "free" coupons and the customer is responsible for taxes and deposits.
- * Limit one (1) manufacturer coupon per item purchased.
- * Limit one (1) store coupon per item purchased.
- * Limit one (1) manufacturer and one (1) store coupon can be used on the same item.
- > Competitor Catalina (checkout) coupons are accepted.
- > Limit one (1) Catalina coupon per item.
- > Catalina coupons may not be used with a manufacturer coupon on the same item.
- > There is no limit on the number of Catalina coupons (one Catalina coupon per item) that are presented in a single transaction as long as the total coupon amount does not exceed the total grocery bill for that transaction.
- * Coupons cannot be used on "free" items.
- * Expired coupons are not accepted.
- * Amount refunded cannot exceed the cost of the item.

I hope this information is helpful to you. Please let me know if I can assist you further.

Sincerely,

Ralphs
Customer Service