

# Frequently Asked Questions

## Account

What do I do if I forget my password?

Simply click on the “Forgot my password” link on the log in page. An message will be sent to the email address on file.

## Shipping

What shipping options are available?

While most on-line orders will be shipped UPS, we also provide the option to pick up your order, and have route truck delivery available in some areas. Oversized or heavy items that require special handling, may be shipped common carrier.

How are shipping charges calculated?

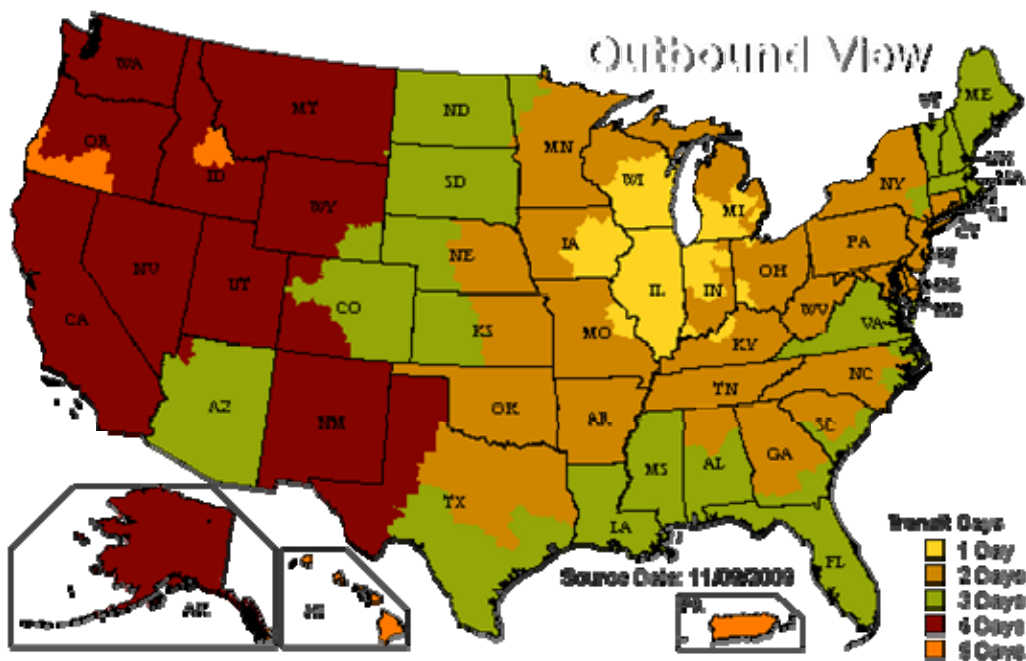
Rates for UPS are calculated automatically based on current rates, factoring in the weight, dimensions, number of boxes to be shipped, and distance.

Route truck shipping charges are based on order values.

Common Carrier charges will be quoted at the time of purchase, based on the carrier’s current rates.

How long will it take to get my order?

Orders are usually shipped within the next business day (other than Holidays – see schedule below). Please refer to the map below for approximate transit times for orders shipped from our Lombard location:



## Holiday Shipping Schedule 2009:

### **Wednesday, Dec. 23**

Normal pickup and delivery service for air, international and ground packages.

Next Day Air packages picked up today will arrive on Thursday, Dec. 24. 2nd Day Air packages picked up today will arrive on Monday, Dec. 28.

### **Thursday, Dec. 24**

#### **Christmas Eve**

No UPS service today.

### **Friday, Dec. 25**

#### **Christmas**

No UPS pickup or delivery.

### **Wednesday, Dec. 30**

Normal pickup and delivery service for air, international and ground packages.

Next Day Air packages picked up today will arrive on Thursday, Dec. 31. 2nd Day Air packages picked up today will be delivered on Monday, Jan. 4.

### **Thursday, Dec. 31**

#### **New Year's Eve**

No UPS pickups or deliveries today.

### **Friday, Jan. 1, 2010**

#### **New Year's Day**

No UPS pickup or delivery.

### **Monday, Jan. 4, 2010**

Normal pickup and delivery service.

## **Returns**

### What is Schweppes' return policy?

If you are not completely satisfied with your online purchase, Schweppes will gladly issue a refund or exchange the product within 30 days of the ship date, less shipping fees, and as noted below.

The original invoice or record of the purchase in our system is required for an exchange or return.

Items must be unused, in their original condition and packaging, including all accessories.

No items that have been used, custom manufactured or made to order may be returned.

Non-defective products returned for exchange or refund may be subject to a 20% restocking fee to be deducted from any refund amount.

Any product purchased online (except special or custom orders) may be returned by bringing the item into Schweppes store, provided it meets the above requirements. Please note, the decision to accept or reject a return, assess a restocking fee, and/or refund with store credit is at the sole discretion of the store manager or purchasing manager.

## **Freight Damage**

What do I do if my order was damaged in shipping?

While every effort is made in packing and correctly filling your order, occasions will arise where a package is lost or damaged in transit. To insure your order is received complete and undamaged, we recommend the following order check-in procedure:

1. Inspect the entire shipment for visible damage prior to accepting the shipment, and note any damage on the delivery ticket/bill of lading before the delivery person leaves. For packages left at your doorstep, inspect the exterior of the carton(s) and note any large dents or tears on your packing slip (invoice).
2. Verify the number of packages delivered with the packing slip provided by Schwappe.
3. Unpack your order immediately and inspect for hidden or concealed damage, even if you don't plan on using the item right away.
4. Should any damage be discovered, retain the shipping carton and any inner packaging, request inspection immediately from the carrier as well as make a written request to the carrier. Hidden or concealed damage must be reported and an inspection requested within 5 days of delivery.
5. Contact Schwappe Customer Service toll free at 1-877-243-3728 to inform us of the situation. Please have your order number, shipping information and tracking number ready so we may assist you.

Schwappe is not responsible for damaged items accepted and signed for at the time of delivery. Schwappe will arrange for return shipping to our warehouse for an item that was sent to you in error, received defective, or damaged in shipping (assuming the criteria for the order check-in procedure outlined above has been reasonably met).

## **Payment Options**

What forms of payment are accepted online?

We accept Visa, Mastercard, Discover and American Express credit card payments. Business customers may also choose to charge their purchases according to their individual, pre-approved payment terms.