



To Our Valuable Retail Partners,

I want to communicate to you our Defective and Non-Saleable Merchandise Policy.

Qualifying defective and non-saleable Keurig products* are eligible for credit at the net cost of the applicable products. Keurig products may be deemed defective or non-saleable under this policy in two classes.

- Products are deemed defective if a consumer returns a Keurig product to you with a claim that the product either did not work or did not work properly. In such cases, unless otherwise agreed with your applicable Keurig Director of Sales, such products are deemed defective and are, therefore, eligible for credit as noted above and consistent with the defective and non-saleable product credit policy established with your Keurig Director of Sales.
- In contrast, products returned by consumers that are unopened, or unused, simply because the consumer had buyer's remorse are not deemed defective and are generally not eligible for credit as noted above. However, such returned products may be deemed non-saleable if you reasonably deem such products to be in "non-saleable condition". In such cases, you may receive credit for such non-saleable products as noted above and consistent with the defective and non-saleable product credit policy established with your Keurig Director of Sales.

* Please note that we guarantee shipment to you of K-Cup portion packs at least 6 months prior to the "Best Used By Date" printed on the packaging therefore. This guarantee is a "shipment date" and does not take into account the transit time to ship from MBlock's Distribution Centers to the customer's warehouses. If K-Cup portion packs are shipped to you with a date less than 6 months prior to such best used by date, such K-Cups are deemed qualifying non-saleable product and, therefore, eligible for credit as noted above and consistent with the credit policy.

However, Keurig does not guarantee the sale of any Keurig product, including K-Cup portion packs. Therefore, if K-Cup portion packs are shipped undamaged, with at least 6 months prior to the "Best Used By Date" printed on the packaging, and the product does not sell, such product shall not be deemed qualifying non-saleable product and no credit may be taken in connection therewith, whether as a result of passage of the Best Used By Date therefore or otherwise.

If you have any questions or need further clarification on this policy, please contact your appropriate Keurig Sales Representative.

Thank you for your continued support of the Keurig brand and Green Mountain product enterprise. Our Retail Partners have treated our brand and product offering with the utmost respect and we are very appreciative.

Sincerely,

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