

# Longos Canada

## Coupon & Price Matching Policies

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Unfortunately, we do not have a formal coupon and price matching policy that we are able to provide to you; however, we do have some prepared Q&As that may assist you further.

### **1. What kinds of coupons do you accept?**

o Longo's accepts any Canadian Manufacturers coupons with a valid expiry date

### **2. Do you offer store coupons? Where may I find them?**

o Yes, Longo Store Coupons – In store or emailed directly to the consumer

### **3. May I use a store coupon and a manufacturer coupon on one item?**

o Yes we will honour both coupons, if applicable

### **4. Do you exclude any coupons? Ex: above \$5 off, BOGO offers, coupons for free product.**

o No we do not exclude any coupons but obviously only honour valid coupons.

### **5. Do you accept Internet Printable Coupons? May I print them in black and white?**

o Yes, we accept printable coupons only if it is a Canadian

### **6. Do you match competitor prices or take competitor coupons?**

o We do not price match, nor accept competitor coupons.

### **7. What is your policy on overage: when the value of the coupon exceeds the value of the product?**

o See below

### **8. If the coupon exceeds the item's value do you adjust the price of the coupon down? Ex: \$1.00 off coupon on \$0.97 cent product.**

o Yes, the coupon will be adjusted to the amount that the item was charged for. The cashier will then note this on the coupon.

**9. Do you limit the number of coupons I may use per transaction?**

o We can accept one coupon per variety of item. (Example: Customer buys 2 x Kraft Peanut Butter and has 2 x \$0.50 coupons for the same item. If the coupon states "One coupon per purchase" then only one coupon can be accepted)

**10. Do you employees understand "one coupon per purchase=one coupon per item", not "one coupon per transaction"?**

o The cashier must read the coupon and follow the terms. If the coupon states "Limit one (1) coupon per purchase", then that is what is honoured.

**11. Does your store ever double or triple coupons?**

o Not at this time

**12. Concerning buy one get one offers. If your store runs a BOGO FREE promo, may I use 2 manufacturer coupons for the 2 products? Or may I only use one?**

o If the coupon states "One coupon per purchase" then only one coupon can be accepted

**13. Are individual stores allowed to impose their own rules or vary from this policy?**

o No. It is the responsibility of the cashier to read the terms of the coupon and apply it accordingly.

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