

## McKenzie Mist Water Company

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## BOTTLE FEE POLICY



### PLEASE READ CAREFULLY

**Bottle Fees represent the cost of the bottle itself and is assessed when a customer is getting bottles for the first time, or increasing the amount of bottles they are receiving.** In other words, if a customer does not already have a bottle to “swap out”, the fee will be assessed per bottle purchased.

McKenzie Mist allows swapping out of our bottles, empty for full (or “one to one”) without incurring additional fees, as long as the returning bottles are in **Good Condition**.

#### **Good Condition Means:**

- The bottle is visibly clean inside and out, and reusable.
- The bottle has not been kept in direct sunlight.
- The bottle has not been kept in moldy spaces.
- The bottle does not smell.

#### **Not in Good Condition Means:**

- Has been used to store something other than water.
- Has been in the customer’s possession for more than 30 days.
- The bottle has visible mold, resin, leaves, dirt, bird or animal feces, insects, spots, or other contaminants.

**If McKenzie Mist Staff determines the bottle is Not In Good Condition**, they will mark the bottle with permanent marker, and inform the customer that the bottle is not in Good Condition for swap out. For delivery customers, they will be charged a bottle fee for replacement of the bottle. The customer may keep or throw away the bottle but may not put it out again for delivery service. McKenzie Mist will not take back bottles that are **Not In Good Condition**.

#### **No bottle fees will be refunded, this is a one-time cost.**

- Empty bottles will not be picked up in the case of cancellation of service. The bottle fee means that the customer effectively owns the bottle itself.
- If a customer is ending service and would like to return the empty bottles to McKenzie Mist for further use, they may do so. We encourage this as a means of recycling if you are not using the bottles for other purposes.

If a bottle is cracked or leaking upon delivery, the customer should contact Customer Service immediately, to ensure that they are not charged for a replacement.

*Please note: McKenzie Mist does not accept competitor’s bottles.*