

McKenzie Mist Water Company

Contact Us

Tel 541-747-8072
customerservice@mckenziemist.com
routemanager@mckenziemist.com
www.mckenziemist.com



HOME/OFFICE DELIVERY TERMS AND CONDITIONS

Congratulations on choosing the McKenzie Mist Experience! Our mission is to enhance our customers' health by providing clean, delicious water on a dependable schedule.



DELIVERY PROGRAM DETAILS

You are requesting on-going delivery of product(s) purchased from McKenzie Mist. Dates for delivery are prescheduled and deliveries are grouped according to geographic region. **You will be placed on a set route and receive a calendar card with your delivery dates noted for the year.**

First Delivery

The Route manager will verify customer details, including the number of bottles the customer specifies for their first delivery. **We recommend that you begin with at least 5 bottles** so that you can set out at least 4 empties at the time of your next delivery. This allows you to prevent the higher delivery fees charged for delivering fewer bottles. The price of a bottle of water remains the same no matter what the quantity-it is the delivery charge that will vary.

An opening invoice will be prepared and emailed by the route manager and **payment is collected prior to the first delivery.** This invoice will list any applicable bottle fees, the water charges, the delivery fee, and any other ordered items. Payment can be made online or by phone. Once pre-payment has been received, the route manager will schedule your first delivery and provide you with a calendar card that notes your delivery dates for the year.

On-Going Deliveries

Thereafter, on your scheduled delivery day, you will leave out the number of empty bottles that you wish to have replaced. **To receive the best delivery rate, leave out at least 4 empties.**

As long as the number of empty bottles received equals the number of full bottles dropped there is no bottle charge. Of course, if you need additional bottles, notify the Route Manager and your Delivery Driver. Additional bottle charges will be added to your invoice.

Things to Remember:

- Delivery Drivers are not permitted to enter the home of a customer.
- If you forget to set out empty bottles, the driver will not leave you any water unless you have made prior arrangements for that contingency.
- An invoice will be emailed to you within 1-4 days following delivery. Please provide us with a current email address.
- Please notify McKenzie Mist at least 3 days prior to a scheduled delivery to modify or cancel a delivery.
- Bottles must be returned in a clean, reusable condition, just as they were when delivered to the customer.
- Exchanged or returned bottles deemed by McKenzie Mist to be damaged, contaminated or in an otherwise unusable condition may not be exchangeable or refundable.
- It is important that you store full and empty bottles out of direct sunlight, and in a clean, dry location. During the summer months, tightly capped **empty** bottles may swell and the bottoms deform due to pressure. Please vent the cap by removing the plastic sticker and poking out the clear round insert if you observe this happening.

Unscheduled deliveries requested by the Applicant will carry an additional delivery charge per delivery within the Eugene/Springfield city limits, and is subject to availability. An additional per delivery charge may also apply for locations outside of the Eugene/Springfield area. Please call or email the Route Manager to verify current pricing.



PAYMENT TERMS

The initial invoice must be paid **before** the time of delivery. Thereafter, an invoice will be emailed automatically within 1-4 days after the day of delivery. It is the responsibility of the customer to provide a current email address, and to let our office know if you do not receive an invoice.

Payment on each invoice is due within 30 days of delivery.

Payment Methods:

- Use the “click to pay” button on the emailed invoice and enter your payment information.
- Call in with your credit or debit card number. There is no fee to make a payment using your credit or debit card.
- Mail a check to our office.

If you have a balance, you will receive a statement via email toward the end of the month. Any account activity occurring after the statement is issued will appear on the following month’s statement. **Delinquent accounts will be charged a late fee per billing cycle.** Checks returned for non-sufficient funds will be assessed an additional fee. You understand and agree that these credit terms may be modified, suspended, or revoked at any time and at the sole judgement of McKenzie Mist should there be a failure to comply with the terms of this credit agreement.

Note: Deliveries will be interrupted if your account is not within terms.



CANCELLATION TERMS

The service term is month-to-month. Service can be stopped at any time with a **2 week prior to the next scheduled delivery** cancellation notice sent via email to: routemanager@mckenziemist.com. You will receive a confirmation email from us. McKenzie Mist will pick up all bottles and equipment on your next scheduled delivery date. Please have items ready and accessible, as we will not schedule another pick up date. Customer may return bottles to our location if that is more convenient. **Note: Customer will not be refunded the water cost of returned full bottles**, only applicable bottle deposits. A re-stocking fee may be assessed on returned full bottles. We encourage you to use your purchased water before calling for pick up.

If a final balance is owed by the customer to McKenzie Mist, we will send a final statement. Payment is due within 10 days of receipt, or it may be subject to collections.



BOTTLE DEPOSIT REFUNDS

Please see our **Bottle Deposit policy** if you purchased bottles **before March 1, 2024**, and the **Bottle Fee policy** for bottles purchased **on or after March 1, 2024** for complete terms and conditions. Refunds of bottle deposits are available only to the customer who paid the deposit and are nontransferable. Bottles must be returned in a clean, reusable condition as they were when delivered to the Applicant. Exchanged or returned bottles deemed by McKenzie Mist to be damaged, contaminated or in an otherwise unusable condition may not be exchangeable/refundable. Additionally, applicable refunds are only available for bottles deemed by McKenzie Mist to be in satisfactory condition and that are returned within the period no later than 7 days after the date of service termination.

Once all bottles and equipment are returned, a final accounting will be done. Any bottle deposit refunds will first be applied to any remaining balance, and if there is a credit remaining it will be refunded to the customer via check or credit card.



RISK OF USE

A 5-gallon bottle of water weighs 44 pounds. It can be slippery. A bottle can leak or break. The customer agrees that McKenzie Mist will not be responsible for any injury or loss to personal or business property resulting from the use or misuse of the water or equipment.