

ACE DISTRIBUTING

We deliver for life's moments.

May 22, 2020

Dear Valued Retailer:

We previously shared our plans (see below: *original communication*) to help you get back to business and remove out-of-date products from your location. As a reminder, we are offering full credit on any **untapped** full kegs of beer and **unopened** cases of out-of-date products. We cannot take back any partial kegs, partial cases, or individual bottles/cans. Complete details can be found below.

If we have not heard from you regarding such, please communicate with your Sales Account Manager or Area Sales Manager **prior to June 12, 2020** in order to receive a full price return. Any returns of out-of-date products (resulting from COVID-19 restrictions), **after June 12, 2020** may not be eligible for a full credit.

The health and safety of our employees and families, as well as our community, remains our top priority. We are wishing for your health and safety during this challenging time.

5/5/2020 Original Communication:

Thank you for your patience during these difficult times. We value your business and wanted to reach out to share our plan to help you get back to business and remove out-of-date products from your location. The health and safety of our employees and families, as well as our community, remains our top priority. Our hope is to give you a clear plan in order to assist in resuming to our new normal.

First, if you have products that are in-code and sellable, we ask that you sell them. Please work with your sales account manager if you are unsure of a brand's shelf life or have questions on code dates.

Second, we will be offering full credit on any **untapped**, full kegs of beer and **unopened** cases of out-of-date products. Our Operations team will be in contact to schedule a date/time to pick-up your products. We cannot take back any partial kegs, partial cases, or individual bottles/cans, etc.

Below, are steps to help assist in the organization and pick-up of your full kegs and cases.

- Please empty any partial kegs that are already tapped. The tapped kegs must be completely empty for pick-up. You will receive deposits back for each empty keg- \$30.00 per empty keg.

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- Organize your full products and inventory it. Full kegs are to remain full and full cases should be together and stacked.
- If you are still open for carry-out, try and sell tapped beer and opened cases to help eliminate your loss. If you cannot do this, please prepare how you are going to dispose of the product you cannot sell on your own. Please reach out to your sales account manager if you are looking for creative ideas!
- Please make a list of full kegs, full cases, and empty kegs for pick-up. Your sales account manager will be in communication with you for this step. Our sales team will be on-site at your account to verify your full kegs and empty kegs and tag any products accordingly.
- Red seal tags are being placed on full kegs for a quick reference to our drivers and warehouse staff. Your sales account manager will tag the appropriate kegs for you. Empty kegs will not be tagged.
- Our Operations team will be in contact with you to finalize your pick-up date and time. We are asking you to follow these guidelines, and if you do not have everything organized for the pick-up, we will need to re-schedule it so we can accommodate everyone as quickly as possible.

Finally, Fintech customers will receive a credit the next business day. All other customers will have a credit on their account or a check will be issued, upon request. Please contact your sales account manager if you wish to receive a check and include the address where you would like us to send the check.

If you have any questions, please do not hesitate to ask. We are better together!

Cheers!

Ace Distributing Management