



Dear Pure Water Delivery customers,

Welcome to Primo Water. Effective October 2, 2023, we will be your new filtration service provider. Our goal during this transition is to ensure you understand all of the changes and added benefits available to you.

### What You Can Expect

- **Continued great service:** Over the coming months, we will be stopping by to make sure your filtration system is working properly. If you need service before our planned visit, please reach out to Customer Care at 800-432-0456.
- **Invoices:** Our invoices are aligned with our delivery cycle, so you will receive one invoice every 28 days. We've included an example of a Primo Water invoice to help you understand the format of our bills. Note that a fee for mailing paper invoices, a delivery fee and a late charge may apply. Any outstanding balances for invoices dated before Friday, September 29 will be due to Pure Water Delivery. Invoices for product deliveries, services and equipment rental after Friday, September 29 should be paid to Hinckley Springs®.
- **Paperless billing:** Go green and save money! If you sign up to receive electronic invoices, it will help you avoid the fee charged for processing, handling and mailing paper invoices. We waive this fee for the first 90 days to give you time to sign up and avoid this charge.
- **Payment methods:** If you are currently signed up for AutoPay with Pure Water Delivery, your billing information has been automatically transferred to us. Invoices and rent billed during your first statement period will be charged to your credit card. After that, invoices will be charged at the time of delivery. If you are not already signed up for AutoPay, simplify your billing routine with recurring payments using a debit or credit card. You can also pay your bill by mail, online, using the MyWater+ app or by calling us at 800-432-0456.  
To cover the cost of credit card acceptance, we will pass on a 3.5% credit card surcharge. This surcharge is not more than the cost of accepting these cards. If you currently use a credit card for AutoPay, we will waive this fee for 90 days to allow time for a new payment method to be provided. There is no surcharge for debit cards or electronic funds transfer payments.
- **Account number:** You will receive a new customer account number. This number can be found on your welcome email or your Primo Water invoice. Please reference this number when setting up your online account or communicating with our Customer Care team.

### Convenience, Dependability & Great Customer Care

In addition to water filtration service, we also deliver an array of bottled waters, coffees, teas and beverage equipment. We have many great beverage brands and options for you. You can learn more by visiting [water.com/pure-water](http://water.com/pure-water) or contacting Customer Care at 800-432-0456 between 8 am and 9 pm ET, Monday through Friday. Our entire team is committed to your satisfaction. We appreciate your business and look forward to getting to know you.

Sincerely,

*Tom Harrington*

Tom Harrington  
CEO of Primo Water Corporation

# How to Read Your Invoice

**Customer Account Number:** For prompt service, please reference the last eight digits of your account number.

**Summary:** See your previous balance and payments posted since your last invoice.

800-525-0070
Upcoming Delivery Dates

**Customer Account #:** 10234567891234  
 JOHN SMITH  
 123 MAIN STREET  
 ANYWHERE, US, 12345-6789

**Invoice Date:** 05-10-2023  
**Invoice #:** 0209.1023877.1017664  
**Purchase Order #:**

Or visit [hinckleysprings.com/myaccount](http://hinckleysprings.com/myaccount)

**Bothled Water - Filtration - Coffee**

Fall is for fun! We have the water you want - bottled and sparkling varieties - to keep your friends, family and coworkers well hydrated and on their game. Call 1-800-4-NATERS to add your fall favorites to your order!

Date	Details	Qty	Each	Amount
R231047166485	FILTRATION SYSTEM RENTAL FILTRATION SYSTEM SINGLE CARTRIDGE EVERPURE Sales Tax	1	17.99	17.99 INCL 0.00 17.99
R231047166486	FILTRATION SYSTEM RENTAL FILTRATION COOLER CIG. XI WHITE FILTRATION SYSTEM SINGLE CARTRIDGE EVERPURE Sales Tax	1	41.97	41.97 INCL 15.00 11.45 0.00 41.97
<b>Total New Charges:</b>				<b>59.96</b>

**Previous Balance**  
\$59.96

**Payment**  
-\$59.96

**Total New Charges**  
\$59.96

**Pay This Amount**  
\$59.96

**Customer Account #:** 10234567891234  
**Due By:** Upon Receipt  
**Late Fees May Apply After:** 05-15-23  
**Total Amount Due:** \$59.96

**Mail Remittance With Payment To:**

HINCKLEY SPRINGS WATER  
 200 Eagles Landing Blvd  
 Lakeland, FL 33810

JOHN SMITH  
 123 MAIN STREET  
 ANYWHERE, US 12345-6789

PRIMO WATER

Check here and see reverse for address and phone corrections.

Check here and see reverse if paying by credit card.

**Promotions:** Register online to view our latest monthly promotions.

**Easy to Pay:** Pay your invoice by mail, online at [hinckleysprings.com/myaccount](http://hinckleysprings.com/myaccount) or call us at 800-432-0456.



**Due Date**

**Late Fee Notice**

**New Remittance Address**

**Paperless Billing:** Sign up for paperless billing and receive your invoices electronically.