



Dear Pure Water Delivery customers,

Welcome to Hinckley Springs® bottled water delivery service. Effective October 2, 2023, we will be your new beverage 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:** You will now receive Hinckley Springs® bottled water products. We also offer a wide array of new premium bottled water products and equipment.
- **Delivery schedule and person:** Your delivery day and delivery frequency will change, and a new delivery person will be assigned to your route. To view your new delivery schedule, go to [hinckleysprings.com](http://hinckleysprings.com) and create your online account.
- **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 Hinckley Springs® 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 Hinckley Springs® invoice. Please reference this number when setting up your online account or communicating with our Customer Care team.

### Convenience, Dependability & Great Customer Care

Our entire team is committed to your satisfaction. We appreciate your business and look forward to getting to know you. You can learn more about this transition by visiting [water.com/pure-water](http://water.com/pure-water) or by contacting Customer Care at 800-432-0456 between 8 am and 9 pm ET, Monday through Friday.

Sincerely,

*Tom Harrington*

Tom Harrington  
CEO of Primo Water Corporation

# How to Read Your Invoice

**Delivery Calendar:** View your scheduled deliveries for the next three months.

**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.

**Delivery Fee:** Like many delivery companies, we will apply a charge per delivery to help cover the cost of delivering products to your home or office.

**Total New Charges:** See totals for various products and transactions.

**800-4-WATERS**

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

**Upcoming Delivery Dates:**

September Monday 18	October Monday 16	November Monday 13
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**Hinckley We Deliver**  
Bottled Water • Filtration • Coffee

..... Falls 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-WATERS to add your fall favorites to your order!

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

**Invoice Date:** 09-14-2023  
**Invoice #:** 0209 1023877 1017664  
**Purchase Order #:**

Date	Transaction #	Details	Qty.	Each	Amount
09-14-23		Payment - Credit Card - 07849P - Thank You			215.64
		Remaining Balance			0.00
08-21-23	T202377291033	HINCKLEY SPRINGS 5 GAL DRINK NON SPILL	10	6.75	249.50
		5.0 GALLON BOTTLE DEPOSIT	10	0.00	0.00
		5.0 GALLON BOTTLE RETURN	-9	0.00	0.00
		DELIVERY FEE	1	13.99	13.99
		Sales Tax			278.35
		<b>Previous Balance</b>			<b>215.64</b>
		<b>Payment - Credit Card - 07849P - Thank You</b>			<b>-215.64</b>
		<b>Remaining Balance</b>			<b>0.00</b>

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**Previous Balance**  
\$215.64

**Payment**  
-\$215.64

**Total New Charges**  
+\$278.35

**Pay This Amount**  
\$278.35

3056-7-0014

Write the complete account number on your check, deposit remittance and mail with payment in the enclosed envelope. To pay online, go to our website.

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**Hinckley Springs**  
6750 DISCOVERY BLD.  
MABLETON, GA 30126

Check here and see reverse for address and phone corrections.  Check here and see reverse if paying by credit card.

**Customer Account #:** 10234567891234  
**Due By:** 10-18-23  
**Late Fees May Apply After:** Upon Receipt  
**Total Amount Due:** \$278.35

**1 Mail Remittance With Payment To: 1**

JOHN SMITH  
123 MAIN STREET  
ANYWHERE, US 12345-6789

HINCKLEY SPRINGS  
PO BOX 660579  
DALLAS, TX 75266-0579

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

**Bottle Deposits:** View your bottle deposits and returns.

**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.