October 23, 2026

Dear Absopure Customer,

Welcome to Primo Brands™ bottled water delivery service. Effective Monday, October 26, 2026, 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 continue to receive Absopure 3G and 5G bottled water products along with Ice Mountain® and Pure Life® case packs, and your product pricing will remain the same. We also offer a wide array of premium bottled water products and equipment, including The Mountain Valley® Spring Water and Saratoga® Spring Water.
- **Delivery Schedule and Person:** You can look forward to the same reliable service, with deliveries from your regular delivery person on your usual delivery day. You can manage your schedule and update your delivery preferences in the "Deliveries" section of the ReadyRefresh My Water+ app or on water.com.
- **Invoices:** Your invoice will be generated monthly. Note that a delivery fee and late charge may apply.
- **Your New Account & Past Balances:** As part of the transition, you will receive a new account from Primo Brands and your outstanding balance from Absopure will carry over to that new account. Payments for past balances and new charges should be paid directly to Primo Brands.
- **Paperless Billing:** Save paper and save money! If you sign up to receive electronic invoices, you will not be charged a $6 fee 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. If you currently receive electronic invoices from Absopure, you will now receive e-invoices from Primo Brands.
- **Payment Methods:** To simplify your billing routine, sign up for AutoPay using a debit or credit card to set up recurring payments. You can also pay your bill by mail, online, using PayPal, using the ReadyRefresh My Water+ app, or by calling us at 800-380-6777. If you are on AutoPay with Absopure, your AutoPay details will transfer to your new Primo Brands account, and we will waive the 2.6% credit card surcharge for 90 days. *Please note: Debit cards are not subject to the credit card surcharge. Your first credit card charge will occur at the time of your first monthly bill and will include outstanding balances transferred from Absopure in addition to charges from Primo Brands. After that, you will be charged after each delivery.*
- **Online Account Access:** For your convenience, online access to your account is provided via the email address you registered with Absopure. You will receive instructions via email to set up your account. If you did not register an email with Absopure, please contact our Customer Experience Center to set up a new online user account. With an online account you can get any questions answered conveniently through our chat feature.
- **ReadyRefresh My Water+ App:** Once your online account access is set up, download the ReadyRefresh My Water+ app to conveniently pay your bill, manage your deliveries and add products to your order.
- **Terms and Conditions:** New Terms & Conditions of service apply to your orders and deliveries from Primo Brands. You can view them at **readyrefresh.com/en/terms**.

## Convenience, Dependability & Great Customer Care

We appreciate your business and look forward to getting to know you. You can learn more about this transition by visiting **water.com/welcome/Absopure,** logging in to your account and choosing the Chat option, or by contacting our Customer Experience Center at 800-380-6777 between 8 am and 9 pm ET, Monday through Friday.

Sincerely,
Customer Experience Team