



ACE Annison Ltd.

"We accept no substitutes for Great Stuff + Great Price"

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Please read and follow these instructions carefully.

Auto-Fill Policy (Maximize up to 10-15% Empty Spaces)

To save you money, here is how:

Regarding to the ever rising shipping freight, this is how we can achieve savings for our customers...

Since the freight is calculated based on A) the weight and B) dimension of each box, sometimes after customer ordering in the trade show and we packed in the warehouse, none of us can predict how much empty space/room will be left in a box after the availability. Unlike other suppliers, our company figures out a new economical way to help our customers save some money. Instead of inserting more packing materials such as air pillow and papers, we figure out what other products that our customer has already ordered that we can fit in the box. We do not just put in any discretionary new items. If we don't put in more products for you, you are paying the shipping cost for those empty spaces.

Advantages: lower down your shipping cost/item (the shipping cost is the same, but you will have more products to sale in your store). Therefore, the shipping cost for each item has lowered down.

What If: If you don't like our practice, "Auto-Fill: Maximize up to 10-15% Empty Spaces"? **Don't worry.** We will refund you all the items that we have inserted for you during this shipment and these items become **FREE** for your own disposal. Who doesn't like FREE lunch, right?! However, this FREE Lunch only happens once. We will diarize in our system that you do not like the AutoFill policy and we will only insert air pillow and other protection materials for you upon your next new order.

However, as our new customer, we respect your choice to whether 1) accept this auto-fill policy or 2) decline it in the future. **FYI – It actually costs us more in labour trying to grab one or two more items for our customer in our big warehouse.** However, to grow our future together, we love to save you more money.

Fact: So far, up to February 2019, we have 99.5% of our existing customers choose autofill.

Thank you for your understanding.

Henry Su
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