

PRODUCT WRITTEN WARRANTY POLICY

To ensure that CVS Pharmacy (“CVS”) customers can make fully informed purchasing decisions consistent with the Federal Trade Commission’s (“FTC”) written warranty rules, all suppliers who offer written warranties for products sold by CVS, both in stores and online, must comply with this policy.

The FTC’s Pre-Sale Availability Rule at 16 C.F.R. Part 702¹, requires that the full text of written warranties on consumer products be available to consumers before they buy. The rule applies to warranted products, irrespective of how the products are sold, whether through brick-and-mortar stores, mail order, the internet, or other means.

As a CVS Pharmacy supplier, you must comply with the following:

- **For all products to be sold at CVS Pharmacy that contain a written warranty, provide the full text of the written warranty when completing the CVS Digital Merchandising item content template for inclusion on the CVS.com product page.**
- If you become aware that a product currently being sold at CVS Pharmacy has written warranty information that needs to be updated on the CVS.com product page, please resubmit the CVS Digital Merchandising item content template to your CVS contact with the necessary changes.

¹ <https://www.ecfr.gov/current/title-16/chapter-I/subchapter-G/part-702>