



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)

How we achieve maximum savings for our customers:

Due to the ever-rising shipping costs, our company has created an "Auto-Fill" policy.

Freight is calculated based on A) the weight and B) the dimension of each box. With that said, when a customer's order is made, we cannot predict the amount of empty space left in the box until it is packed by the warehouse staff. Unlike other suppliers, our company discovered a new economical way to help our customers save money. Instead of inserting more packing materials such as air pillows and papers, we add additional products that our customer has already ordered, and fit them into the empty spaces. We do not just put in any discretionary new items. If we don't put in more products, you would be paying the shipping cost for those empty spaces.

Advantages: Lowers your shipping cost per item (the shipping cost is the same, but you will have more products to sell in your store). Therefore, the shipping cost for each item has gone down.

What If: If you don't like this 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. 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 pillows and other protection materials for you upon your next order.

As a new customer, we respect your choice to either 1) accept the auto-fill policy or 2) decline it in the future. **FYI – It costs us more in labour to grab one or two more items for our customers in the warehouse.** However, to grow our future together, we love saving you more money.

Fact: Up to date, October, 2023, we have 98.5% of our existing customers who choose to accept our Autofill policy; instead of leave the empty space not occupied.

Thank you for your understanding and support!

Henry Su
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