

# FAQS

## My Account

### How can I retrieve my user name or password if I ever forget it?

Select the “Forgot?” button located in the user name and password fields on the log in page. If you forgot your user name, you will need to enter your card number and your zip code. If you forgot your password, you will need to enter your user name.

### How do I know how many points I have?

Your current available points balance is listed in the top right corner of every page.

### Will my points expire?

Points expiration rules are available within the Program terms and conditions and additional details can be found within the My Account Statement page on the rewards website.

### I have more than one participating rewards card, can I use my user name and password for both?

Each card needs to have its own unique user name and password.

### Are there any fees for participating in the rewards program?

Please review the Program terms and conditions provided by your financial institution for more information.

### How can I earn points?

Points are awarded for qualifying purchases using your financial institution issued rewards card. Please view the Program terms and conditions for more details.

## Order Placement

### General

#### How I can place my order?

There are three easy ways you can order your reward; by phone, mail or via the rewards website.

To place your order over the phone, please call our customer service number. When speaking to a representative, please be as specific as possible regarding the brand and name of the reward you want, the color and size (if this applies) and the item number (if you know it) to ensure the desired reward is ordered correctly (ex: Apple 64 GB 4th Generation iPod Touch in black).

You may also place your order by mail. Please be as specific as possible when describing the reward (ex: Apple 32 GB 4th Generation iPod Touch in black). Include your phone number so we can contact you once your order has been processed. Then, mail your reward request to: Reward Headquarters, 1620 Bond Street, Naperville, IL 60563.

The most popular way to order your reward is directly through this website! First, select the rewards category you would like to view under the “Browse rewards” dropdown menu. Then:

Select the reward you want.

Select “Add item to cart” to place your order and choose “Check out” (To change your selection or to start over, simply remove the item(s) from your Cart).

Verify and confirm your redemption information, and enter the shipping address.

Continue to step 2 and review your order to ensure the reward listed is exactly what you want.

Select “Place my order” to complete your order. You will receive an order confirmation with the option to print the confirmation for your records, and an email confirmation will be sent to the email address you provided.

#### Why do I need to provide my phone number?

Occasionally the delivery service may need to contact you in order to complete the delivery, especially if you have ordered a larger item that will be delivered by truck. If your reward request was mailed, we may need to contact you regarding the request to ensure that the desired reward is ordered correctly.

#### Why do I need to provide my email address?

We will send you a redemption confirmation for your order(s) via email at the email address you provided to us so that you can easily maintain the information for your records.

#### What if the reward I ordered isn't available?

If you already placed the order but the item is no longer available, we will contact you at the phone number you provided immediately. We will make every effort to substitute a similar item of equal or higher value. If a substitute is not available, you will be notified and your points will be credited back to your account so you may browse for another reward.

## Shipping

### Will I be charged for shipping?

No, shipping or handling fees only apply for merchandise being delivered outside of the contiguous U.S. For information on these fees, please contact customer service.

### How will my order be shipped?

UPS usually delivers small packages, but larger items will be shipped by common carrier. Although we are unable to pre-arrange delivery for a specific day or time, we will notify the common carrier to contact you prior to delivery. Common carrier shipments are curbside deliveries. Please make arrangements to be available and assist with unloading at the time of delivery. An in-house delivery can be arranged on some furniture and appliance shipments. To discuss special delivery arrangements, please contact customer service.

### Are gift cards the only item that can be shipped to a P.O. Box?

Yes, gift cards that are valued under \$300 can be delivered to a P.O. Box because they are shipped via First Class US Mail. However, gift cards that are over \$300 cannot be shipped to a P.O. Box because they are shipped via UPS Ground. Our other merchandise is also shipped through UPS and requires a valid street address to ensure proper delivery.

### Can I ship my order to a different address?

Yes, when submitting your order, please enter the address within the “Ship to” address fields. Please be aware that there are fees associated with shipping outside of the contiguous US. If you have any further questions, please call customer service for more information regarding shipping policies.

### Can I ship to an address outside of the United States?

Yes, when submitting your order, please enter the address within the “Ship to” address fields. Please be aware that there are fees associated with shipping outside of the contiguous US. If you have any further questions, please call customer service for more information regarding shipping policies.

## Order Status

### How can I check on the status of my order?

You can check the status of your order online by selecting Order Status in the dropdown menu or by calling customer service to speak directly to a representative.

### **How can I cancel my order once it's been placed?**

In most cases, you may cancel your order if the item was not customized and has not already shipped at the time of cancellation. If you have any questions about our cancellation policy, please contact customer service for more details.

### **How long will it take to receive my order?**

Please allow the standard shipping time of 2-4 weeks to receive your order. Gift cards will ship within 2-4 weeks of when the order was placed. Gift cards are shipped via first class U.S. mail (or UPS Ground for orders over \$300). eGiftCards will be delivered immediately via email.

## **Delivery**

### **What should I do when my order is delivered?**

If your order is delivered by common carrier or freight line:

Open the box and inspect the item for damage. If damaged, refuse the shipment. For deliveries without apparent damage, please sign the bill of lading "Subject to inspection". If concealed damage is found, contact customer service immediately for further instructions.

If your order is delivered by small package carrier such as UPS:

Inspect the order immediately. For damaged items, refuse the package. If the package was dropped off, please keep all packaging and call customer service for further instructions.

### **I ordered multiple items but only one has arrived, what should I do?**

If you ordered two or more items, do not be concerned if the first shipment contains only part of your order. Our merchandise is shipped directly from our vendors and therefore it may arrive at different times. In the case of an unusual delay, a customer service representative will contact you at the phone number you have provided.

## **Post-delivery**

### **General**

#### **Can items be returned?**

Most orders are not returnable. In the event that we are able to accommodate a request for a return, the merchandise must be unopened and in its original packaging. Electronics must have the manufacturer's seal still intact. Customized merchandise is

not returnable. Other restrictions may apply. In the event that an incorrect, damaged or defective item is received, contact customer service for further instructions.

### **What if I have a problem with an item that I've had for a while?**

All items come with a full manufacturer's warranty and information regarding authorized repair centers and are covered for up to 30 days from purchase. If you have a problem with an item, please contact the manufacturer at the toll-free number located in the owner's manual for service. All electronics must be handled through the manufacturer's warranty.

### **I need a copy of my receipt for the warranty, what should I do?**

Most manufacturers will accept your order confirmation as proof of purchase. If you need a hard copy of the receipt, contact customer service and they will submit a request for a copy of your receipt. You should receive it within 5-7 business days.

## **Gift Cards**

### **I lost my gift card; can I get a replacement sent to me?**

Gift cards should be treated as cash. Once they are received, if lost or stolen, they cannot be replaced.

### **When does my gift card expire?**

Gift cards do not expire. However, the expiration date on the prepaid MasterCard® is 12 months from the date of issuance and the expiration for the prepaid Visa® is 24 months from the date of issuance.

### **I ordered a \$100 gift card but I received two \$50 gift cards, why?**

For your convenience, we generally have gift cards with smaller denominations in stock and readily available for shipment.

## **Travel redemption**

### **How can I place an order for an airline ticket or book a hotel reservation?**

All airline ticket and hotel reservation redemptions can be made by selecting the "Online reservations" link under the Travel category.

To book a flight, fill out the criteria for your reservation. Once you have found the flight you would like to book, select "Choose this flight". Fill in the passenger information carefully, and select "Continue". Then, enter the billing and contact information and select "Continue". Review the information on the "Confirm booking details" page and if this information is correct, confirm the reservation. Please be patient while the website completes your reservation. Once your reservation has been processed, an order confirmation will appear for your records.

To book a hotel reservation, fill out the criteria for your reservation. Once you have found the hotel room you would like to reserve, select "Select". Then, enter the guest information and select "Continue". Next, fill in the billing and contact information and select "Continue". Review the information on the "Confirm booking details" page and if this information is correct, confirm the reservation. Please be patient while the website completes your reservation. Once your reservation has been processed, an order confirmation will appear for your records.

To speak with a travel service representative, please call the customer service. To find additional information on how to redeem your points for travel or book your next vacation, select Redemption Information under the Travel category.

### **Are there additional fees that I need to pay in order to make my reservation?**

There may be some additional fees in order to fulfill a travel reward. The online reservations portal or travel service representative will notify you prior to charging your rewards card.

### **Can I cancel a travel reservation?**

Please call customer service for more information regarding our travel reservation cancellation policy.

### **Are there any other rules related to travel redemption?**

Please view the Program terms and conditions of the program in order to view all travel rules and restrictions.