

# Frequently Asked Questions

## My Account

### 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.

### 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 can I place my order?

There are multiple ways you can order your reward; by phone 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.
- The most popular way to order your reward is directly through this website! Just browse through the various rewards categories right from the home page! Then:

1. Select the reward you want.
2. Select "Add to cart" to place your order and click on the cart icon in the top header at any point to "Check out" . You can also change quantities of items directly from the cart or remove items from the cart.
3. Review items in cart and click 'Proceed to Checkout'.

4. Confirm redemption information and enter your phone number and email address. Then click on 'Continue to Shipping Address' to move to the next step.

5. You can either enter the shipping address or select the check box 'Same as on file' if the shipping address is the same. Click on 'Continue to Review'.

6. 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. If you are redeeming your points for an eGiftCard, you will need to provide your email address so that you can receive your eGiftCard code.

### **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.

## **Order Placement**

### **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.

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

Yes, gift cards that are valued under \$1,700.00 can be delivered to a P.O. Box because they are shipped via First Class US Mail. Gift cards that are over \$1,700.00 cannot be shipped to a P.O. Box because they

are shipped via FedEx 2nd day. Merchandise is also shipped through UPS or FedEx 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 the United States?**

No, you may only ship within the United States and its territories. Please be aware that there are fees associated with shipping outside of the contiguous US (eg Alaska, Hawaii, Puerto Rico, Guam and the US Virgin Islands). 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 going to the 'Order History' section within your Account menu or by calling customer service to speak directly to a representative.

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

Once an order is placed, it cannot be altered or canceled.

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

Merchandise rewards may take two to four (2-4) weeks to be **shipped** from the time of order. **Specialty or custom orders may take six to eight (6-8) weeks to be shipped.** Multiple rewards may arrive at different times because they may be provided by different vendors. Delivery times may increase during peak holiday periods. Please allow 5-10 days for gift card orders to be shipped. Please note if you do not receive your order within the recommended time frame, you should contact us to file a claim. Any claim must be filed within 120 days of the ship date.

## **Delivery**

### **What should I do upon receipt of my order or if I receive a damaged order?**

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 by phone within 24 hours of receipt for further instructions. Please retain all boxes and packaging associated with damaged items as we will request photos to file any claim.

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 the warranty provided by the manufacturer; those warranties may vary by manufacturer. Please review the manufacturer's warranty carefully. The materials you received with your purchase may also give 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. The card issuer does not provide any product or service 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.

#### **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.

## eGiftCards

### **What are eGiftcards?**

eGiftCards are gift card barcodes that can be used online or in-store at the participating merchant. When you redeem your points for an eGiftCard, we'll send it to the email address you provide at check out immediately. Since eGiftCards don't have to be shipped, you can redeem your gift card even sooner!

### **Why do I need to enter an email address when I redeem my points for an eGiftCard?**

Your eGift Card code will be sent to you via email. After you receive a confirmation email from us, you can use the code immediately to redeem at the participating merchant.

### **When will my eGiftCard be emailed to me?**

You should receive an order confirmation email from us immediately after placing your order. Your eGift card may take up to 72 hours to arrive after ordering. To ensure your confirmation email and eGift card will not be accidentally misplaced, please add [noreply@vcdelivery.com](mailto:noreply@vcdelivery.com) and [gc@vcdelivery.com](mailto:gc@vcdelivery.com) to your safe senders list.

### **How do I know which gift cards are eGiftCards?**

eGiftCards are labeled with a green flag in the Gift cards reward category. You can also view eGift cards in the eGift cards subcategory.

### **Why are some gift cards available in both plastic (snail mail) and eGiftCard form?**

We've added eGiftCards for some of our most popular merchants in an effort to cut down on shipping time and allow you to redeem your gift card even faster!

### **I redeemed my points for an eGiftCard, but I haven't received a confirmation email, what should I do?**

Unfortunately we cannot resend confirmation emails. Please check to see if the confirmation was accidentally filed in your spam folder. If you still cannot find the confirmation, you can always see your orders on the Rewards website in the order status section.

## 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.

**RESOURCES** | **SITE MAP** | **CONTACT**  
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".

Program Terms & Conditions  
Frequently Asked Questions  
Privacy Policy  
Security  
About Our Rewards  
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 credit card.

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

Some reservations may be canceled online. Please check the details in the My Trips section of the website. Terms and Conditions will apply. 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.

## **Gifting Points**

### **Who can I gift points to?**

Points can be gifted to a cardholder who is in the same rewards program. To gift points the recipient's first name, last name, last six (6) of the card number, billing zip code and email address are required.

### **Do gifted points expire?**

Gifted points expire as defined by the program. For example, if your rewards program expires points after 3 years, then gifted points will expire 3 years from the date of transfer.

### **Is there a maximum number of points that can be gifted?**

Cardholders can enter up to a maximum of 50,000 points to gift or can opt to gift their entire point balance if it is less than 50,000 points.

### **When will the recipient receive the gifted points?**

Gifting of points transactions may take up to three business days to process.

### **I am trying to gift points to a friend but keep seeing an error.**

There are several reasons why your transaction might not be successful, and we have tried to keep the error messages descriptive. If you still face issues, please call customer service and they can help you out.