

Discounted Gift Cards - **FAQ**

Q. How can Discounted Gift Cards save me money?

A. It's easy. When you become a member of your financial institution's program you gain access to Discounted Gift Cards. You are able to purchase \$25 gift cards at 5% - 15% off the face value of the card.

Q. How do I find out which gift cards are available?

A. Our gift card selection may change so please call 1-888-396-7419 for the most up-to-date list of merchants.

Q. If I call Discounted Gift Cards but I do not give my ID Number. What will happen?

A. If you don't give the member representative your ID number, the agent will direct you to the ID number listed on your Membership ID card (found in your New Account Kit.) Discounted Gift Cards only recognizes your ID number and not an individual member's name. If you have misplaced your Membership ID card, please contact your financial institution to request the number or another ID card if needed.

Q. I placed an order. When will I receive a confirmation notice?

A. A confirmation letter will be sent after the order has been placed, normally within 48 hours. The confirmation notice will contain the following information: Your name, shipping address, how the item is being paid for, items ordered and the approximate shipping date.

Q. I placed an order using my credit card or debit card. When will my credit card or debit card be charged?

A. Credit cards and debit cards are not billed until your order has shipped.

Q. Once I place an order, how long will it take to receive it?

A. Your order will ship within 7 to 10 business days.

Q. Will I incur any shipping costs?

A. No.

Q. If the card I ordered has been discontinued, what will happen?

A. Discounted Gift Card's Member Service Department will notify you. A partial cancellation (a single line item) of an order may result in the cancellation of the entire order.

Q. My merchandise is on back order. When will my credit card or debit card be billed?

A. Credit cards and debit cards are billed when your order has shipped.

Q. I ordered a gift card, was charged for it, but never received it. What should I do?

A. Call 1-888-396-7419 to check the status of your order.

Q. If the merchandise I ordered is on back order, when will I receive it?

A. The member service representative will give you an estimated delivery date as will your confirmation notice. If that date changes, a notification will be sent or you will be called. Our Member Service Department can be reached at 1-888-396-7419; 6AM to 11PM, Central Time, 7 days a week.

Q. Can I substitute another item for a back ordered item?

A. Yes. You will have to cancel your original order prior to shipment and place a new order for the items you would like.

Q. I have decided to cancel my back ordered merchandise. What should I do?

A. Call Discounted Gift Cards Member Service Department at 1-888-396-7419. You will need to provide your order number and advise the agent that you want to cancel your order. Orders may only be canceled prior to shipment.

Q. I ordered gift cards that I don't want now. What should I do?

A. You may cancel your order prior to shipment. Once an order has shipped the gift cards may not be returned.

Q. I want to have an order sent to Canada. Can I do so?

A. No. Orders can be delivered only in the Continental U.S. UPS delivers to Alaska, Hawaii, and Puerto Rico. (A usage tax applies to items delivered to Puerto Rico.)

Q. I would like to receive a catalog, is one available?

A. No. A catalog is not available.

Q. If I have customer service issues I can't seem to get resolved what should I do?

A. You should call the Quality Assurance Department at 1-800-251-2311 or send written documentation to:
Member Service Center
P. O. Box 121619
Nashville, TN 37212-1619