

Everyday Rebate Rewards - **FAQ**

Q. I sent in my Rebate Request Form and receipts but have not received my rebate.

When will I get my rebate?

- A. Rebates are typically sent to the member within 15 days after Rebate Request Forms and itemized receipts are received by the Member Service Center.

Q. Where are the participating business locations?

- A. As a member, you may send in receipts from any business within the United States.

Q. How does the Everyday Rebate Rewards program work?

- A. The member may order a supply of four quarterly Rebate Request Forms by sending in the order form found in their New Account Kit. Member saves their receipts (including date, name, and location of business). Member sends receipts totaling a minimum of \$10 to a maximum of \$100 and original Rebate Request Form to Member Services. Forms for each quarter must be submitted no later than 30 days after the end of that quarter.

Q. Can I make copies of the quarterly Rebate Request Forms and submit them?

- A. No. Only original quarterly Rebate Request Forms will be accepted.

Q. If I have earned the \$100 maximum of receipts, do I have to wait until the end of the quarter to submit my request?

- A. No. Any time during the quarter, you may submit your quarterly Rebate Request Form and receipts. Only one form may be submitted each quarter. If you have not collected \$100 worth of receipts and expect to spend more that quarter, it would be wise to wait until you have the \$100 maximum of receipts and then mail the Rebate Request Form and receipts.

Q. I'm out of my quarterly Rebate Request Forms. What should I do?

- A. After you have submitted your last Rebate Request Form to the Member Service Center, call 1-800-251-2311 and request a new set of Rebate Request Forms. Additional Rebate Request Forms will not be provided with one year of the initial request.

Q. I have a question about my membership, who should I call?

- A. Please call 1-800-251-2311 and a Member Service Specialist will be happy to help you.

Q. Is there a time frame in which I must send in my receipts to get my cash rebate?

- A. Yes. The original quarterly Rebate Request Form and receipts should be submitted no more than 30 days after the end of the quarter to:
Member Service Center
P.O. Box 121619
Nashville, Tennessee 37212-1619.

Q. Are there any restrictions on the items I can purchase when using the Everyday Rebate Rewards program?

- A. No.

Q. I forgot to submit my receipts for the quarter. Can I submit them next quarter?

- A. No. Receipts must be submitted no later than 30 days after the end of the quarter for which they were collected.