

Cyberweek Sale!

Frequently Asked Questions

Updated November 30, 2015

Campaign Basics

1. What are the campaign details?

Dates: Monday, November 30, 2015 (9:00 am MST)–Friday, December 4, 2015 (4:00 pm MST)

For Customers/Consultants: For five days only, a selection of items from Close To My Heart's current product inventory can be yours for 25% off retail price! Get supplies you'll need to make handcrafted gifts and cards for the holidays, including our Cricut® Artfully Sent Collection, at an amazing discount!

Campaign Items

2. Which products are included in this sale?

There are thirty-nine products included in this sale, which come from our current idea books. Their item numbers are listed below. Additionally, all items will be shown in a special shopping menu entitled "Cyberweek Sale!" on your Online Business Address.

Z3111	Base & Bling Snowflake Charm—Faux Gold
Z3112	Base & Bling Jingle Bell—Faux Gold
Z3135	Base & Bling Snowflake Charm—Faux Silver
Z3136	Base & Bling Jingle Bell—Faux Silver
Z3138	Base & Bling Red Bead Charm—Faux Gold
Z3139	Base & Bling Red Bead Charm—Faux Silver
Z3180	Picture My Life™ Going Places Scrapbooking Program
Z3147	Cut Above™ Dapper Giraffe Card Kit
Z2028	Designer Creations Short Stack Album
Z2036	Designer Creations Slate Paper Bags
Z2037	Designer Creations Lagoon Paper Bags
Z2038	Designer Creations Ruby Paper Bags
Z2039	Designer Creations Honey Paper Bags
Z2049	Designer Creations Cupcake Box
Z2050	Designer Creations Takeout Box
Z2053	Designer Creations Buttoned Bag
Z1838	5" x 7" Hinged Display Tray
Z1750	Designed Décor Display Tray
Z2006	Designed Décor Red Magnetic Chalkboard
Z2015	Designed Décor Black Shadow Box
Z2016	Designed Décor Colonial White Shadow Box
Z1833	My Creations™ Kraft Container
Z1871	My Creations™ Kraft 3-Ring Album
Z1953	My Creations™ Journaling Cards Box
Z1956	My Creations™ Hip Pics Album
Z3043	My Creations™ Black Mini Book

Z3044	My Creations™ Kraft Mini Book
Z3069	My Creations™ Mini Mix Album
Z3137	My Creations™ Pint-Sized Container
Z3168	Cricut® Artfully Sent Collection
Z1476	4 ¼" x 5 ½" White Daisy Envelopes
Z1477	5" x 7" White Daisy Envelopes
Z1478	6" x 6" White Daisy Envelopes
Z1756	3" x 3" Colonial White Envelopes
Z1757	4 ¼" x 5 ½" Colonial White Envelopes
Z1758	5" x 7" Colonial White Envelopes
Z1759	6" x 6" Colonial White Envelopes
Z1851	Scallop Border Punch
Z1997	Triangle Border Punch

3. Where can I find more information about the sale?

A flyer is available in Online Office for your reference, which can also help you advertise the sale to your customers.

Ordering

4. What do I have to do to qualify for purchasing the sale items?

For an Online Business Address order, simply add the items from the special “Cyberweek Sale!” shopping menu during the campaign window inclusive. In Order Entry, you must remove any of the qualifying items that might already be on your order and re-add them during the campaign window inclusive to receive the discount. Also, please keep in mind that the date on your order in Order Entry must reflect a date during the week of this campaign. If your order date is before or after the parameters of the campaign, you won’t be prompted to receive these items at a discount. See question 8 for more information on placing Cyberweek Sale orders in Order Entry.

5. Is there a Consultant preview period for this promotion?

No. The sale is only available Monday, November 30, 2015 (9:00 am MST) through Friday, December 4, 2015 (4:00 pm MST).

6. What order types can be used for this promotion?

You may participate in this campaign through Online Business Addresses, as well as Gathering, Individual, and EZ Invite™ order types.

7. Is there a grace period for placing these orders in Order Entry?

No. There is no grace period, and all orders featuring sale items must be submitted by the cut-off time and date or they will not reflect the sale price.

8. How do I place an order for the sale items in Order Entry?

To order the sale items, go to the Add Items page for each customer, and enter the participating product’s item number under the Regular Priced Items section. Do not enter the items in the Discounted Items section. Due to Hostess Rewards qualifications and Stamp of the Month considerations, if a Consultant has an open order that contains any of the qualifying sale items, the items will not immediately reflect the discount. Consultants will have to manually delete any of those qualifying items from the Gathering order and enter them again during the campaign window. The date listed for any orders placed through Order Entry must reflect a date during the campaign. Close To My Heart will not

issue refunds or credits for any orders that are submitted through Order Entry with the items still listed at full retail because the above instructions were not followed.

9. How does a customer order the sale items through online shopping?

There is a special shopping menu found on your Online Business Address entitled “Cyberweek Sale!” Eligible sale items will show up in this menu. There will be no prompt at checkout for customers to use for this sale; instead, they must shop from the special shopping menu.

10. If I purchase the Picture My Life™ Going Places Scrapbooking Program using Select Product Credit or Hostess Rewards, will I be charged the discounted price or the full retail price during this sale?

You will be charged the discounted price if you purchase this item using Select Product Credit or Hostess Rewards.

11. How does a customer order the sale items through online shopping?

There is a special shopping menu found on your Online Business Address entitled “Cyberweek Sale!” Eligible sale items will show up in this menu. There will be no prompt at checkout for customers to use for this sale; instead, they must shop from the special shopping menu.

Shipping, Tax & Commissions

12. Will shipping/handling be charged on this promotion?

Yes. Normal shipping/handling rates will be charged for this campaign. Shipping/handling rates are based on the full retail price of any discounted items.

13. Will tax be charged on this promotion?

Tax is assessed on the actual amount the customer pays for the item. No tax is charged for free items in the US or Canada.

14. Are the sale items commissionable?

The amount the customer actually pays for each item is commissionable.

Miscellaneous

15. Is this offer available “while supplies last”?

Yes. While we anticipate supporting these qualifying items throughout the remainder of the idea book cycles at full retail price and having sufficient quantities for the life of the sale, all items are still considered “while supplies last” and backorders for the discounted price will not be allowed. Any items on the qualifying list may be removed from availability at any point during the sale at Close To My Heart’s discretion.

16. Does the purchase price of any sale items impact Gathering totals, Hostess Rewards, or earning the discounted Stamp of the Month?

It sure does! The price you pay for the campaign item counts toward eligibility for Hostess Rewards and the discounted Stamp of the Month.