



FREQUENTLY ASKED QUESTIONS

Who can participate in the Promo Perks© program?

How do I earn points?

When are points awarded?

Where do I redeem my points?

What can I buy with my points?

Can I transfer points to my friend's account?

Do I have to pay shipping or taxes on my redeemed order?

Why can't I use a P.O. Box for shipping?

When will I get my order?

What do I do if there is something wrong with my merchandise?

Who can participate in the Promo Perks© program?

All Promo Depot customers who place online orders on PromoDepot.com are eligible to participate in the Promo Perks© buyer rewards program. Please note that you don't have to participate in the program to make online purchases...this is just our way of saying "thank you" for your loyalty.

How do I earn points?

You earn Promo Perks© points on orders that are originated and placed online on PromoDepot.com. Orders that are not placed on PromoDepot.com are **not** eligible for Promo Perks© points.

The number of points you receive is based solely on the merchandise total, not the invoice total that includes taxes and shipping.

When are points awarded?

Promo Perks© points from online PromoDepot.com purchases are awarded on or before the 15th of the month *following* the month that your merchandise is shipped and invoiced. Anniversary and birthday points are awarded *during* the month of the observed date. Referral points are awarded on or before the 15th of the month *following* the month that the referred customer's first eligible online PromoDepot.com order is shipped and invoiced.

Where do I redeem my points?

Promo Depot's award headquarters, Award Central, manages point redemptions. Just visit www.award-central.com/PromoPerks/ and log in using your Promo Perks ©ID and password to view your account balance and shop for free stuff!

What can I buy with my points?

Promo Perks© participants have an unparalleled award selection for a variety of point values. Leisure awards include products from Sony, Bose, Howard Miller, DeWalt, Dooney & Bourke, Movado, Fossil and more; and travel awards include cruises (domestic and international), sporting events, theater productions, concert events, hotel packages (Marriott, Hyatt and Ritz-Carlton) and flight certificates from American Airlines.

Can I transfer my points to my friend's account?

Sorry, but Promo Perks© points are nontransferable.

Do I have to pay taxes or shipping on my redeemed order?

Redeemed orders are shipped free of charge to business or residential addresses in the continental US (no P.O. boxes). Participants are responsible for any applicable income, sales and/or use taxes on the value of the redeemed merchandise per IRS regulations.

Why can't I use a P.O. Box for shipping?

Our awards shipping headquarters uses FedEx as their primary carrier and it is a FedEx policy to deliver only to business or residential addresses. Larger items will ship via truck line, and the same delivery policy applies.

When will I get my order?

In-stock merchandise usually ships within 72 hours with estimated delivery in 7 to 10 business days. Sorry, but expedited or rush services are not available for redeemed orders.

What do I do if there is something wrong with my merchandise?

You can "freely" exchange your merchandise within 30 days of receipt if you received the wrong order, the merchandise is damaged, or the quality isn't what you expected. Just call Award Central's customer care team at 800.621.9745 Monday – Friday from 9 a.m. to 6 p.m. EST, or email: helpdesk@goqic.com for prompt, courteous service.