

# Online Ordering FAQ

## *Q: Who is Stampin' Up!?*

*A:* Stampin' Up!, a 20-year-old, \$230-million, direct-sales company, designs and manufactures an exclusive line of decorative rubber stamp sets and offers accessories for home décor, greeting cards, craft projects, and scrapbooking. The company's size and growth reflect the nationwide passion for decorative rubber stamping and paper crafting.

## *Q: How does Stampin' Up! distribute its product?*

*A:* Stampin' Up!'s products are not sold in stores, but may be purchased through a network of independent sales consultants called Stampin' Up! "demonstrators." Stampin' Up! is a direct sales company, and a member of the Direct Selling Association (DSA). As such, we allow customers to buy our products online through [stampinup.com](http://stampinup.com) or through individual demonstrator web sites. Currently, more than 40,000 demonstrators from all 50 US states, Australia, New Zealand, France, Germany, the United Kingdom, and Canada teach the art of stamping and share their enthusiasm for stamping, scrapbooking, and card making.

## *Q: Where is Stampin' Up! located?*

*A:* Based in Utah with more than 500 employees, Stampin' Up! operates two state-of-the-art facilities including a 300,000-square-foot home office in Riverton, Utah (a suburb of Salt Lake City), and an 80,000-square foot manufacturing plant in Kanab, Utah. Stampin' Up! is a major employer in Kane County, Utah, where its manufacturing plant is located.

## *Q: In what markets is Stampin' Up! open for business?*

*A:* Stampin' Up! products can be purchased online in the US and in Canada (excluding Quebec). Products may be purchased only from demonstrators in the US, Canada, the United Kingdom, France, Germany, Australia, and New Zealand.

## *Q: How are Stampin' Up! products unique?*

*A:* Stampin' Up!'s line of exclusive decorative rubber stamps is sold in coordinating sets. Stampin' Up! introduces more than 100 new stamp sets and accessories each year, and the product lines are growing. Stampin' Up! accessories include paper, stamp pads, ribbon, metal embellishments, markers, tools, and home décor (including vinyl art), which are offered in coordinating color families.

## *Q: What is the quality level of Stampin' Up! products?*

*A:* Stampin' Up! is proud to offer beautiful, affordable, high-quality stamps and accessories for a good value. You won't find better products for scrapbooking or handmade cards anywhere else! Our award-winning rubber stamp art and designed products are created by our talented artists and designers, and are not available anywhere else in the crafting world. Similarly, we only distribute quality tools and accessories.

## *Q: Can I see any Stampin' Up! product in person?*

*A:* Attending a workshop or demonstrator event is an excellent way to become personally familiar with the product. Our demonstrators will have product on hand to demonstrate with, and can provide much more by way of coaching and guidance in using the product as well.

**Q: *How can a demonstrator help me once I have ordered?***

**A:** Whether you want to purchase a catalog, host a workshop, or become a demonstrator yourself, our knowledgeable and friendly demonstrators will be able to provide you with personalized service and instruction. Additionally, once you receive your order your demonstrator can serve as your creative coach to help you best utilize the product you purchased.

**Q: *Can I view and or change my workshop orders online?***

**A:** Currently, orders placed through your demonstrator's workshop are not accessible online. You will still need to contact your demonstrator for this.

**Q: *How do I buy products online?***

**A:** As with many other online ordering systems, adding the items you would like to purchase is accomplished through a virtual shopping bag. Click the Add to Bag button on any item or project page, and we will keep track of those items for the shopping session. When you are ready to make your purchase, simply click the Checkout button from your shopping bag and follow the information prompts through the checkout process. The last screen in the checkout process is a printable receipt. Following a short processing time, your order will be shipped to your specified address.

**Q: *I live in Quebec. Can I place an order?***

**A:** Not at this time. As our business continues to expand, Stampin' Up! will continue to look to expand into other markets.

**Q: *Is there a difference in the products I find in the catalog and those online?***

**A:** The product offerings are basically the same; however, some products or promotions may only be available through your demonstrator and some available only online. You will want to contact your demonstrator for demonstrator specials, and watch online for others!

**Q: *How can I find an item from the catalog?***

**A:** If you have a current Idea Book & Catalog, you can enter the item number directly into the Search the Store field above the product categories navigation on the left. This will return the items and projects available through Online Ordering.

**Q: *How can I get a physical catalog?***

**A:** Attending a workshop or demonstrator event is the best way to receive the current Idea Book & Catalog. However, you can also purchase one online.

**Q: *The item I want is grayed out? How can I order this item?***

**A:** This item is currently on backorder or temporarily unavailable for order. As suggested, please try back in the future to purchase this item.

**Q: *What is discount pricing? Why do you do this?***

**A:** Discount pricing is pricing available if you order through a Stampin' Up! demonstrator. With a demonstrator, you not only get the advertised discounted price, but you also get the added value as a creative coach in helping you explore your own creativity. By ordering through a demonstrator, you make the most of the products you purchase online. Please note, if you are on a demonstrator's web site, you will only see the discount pricing.

### *Q: Is your site secure?*

**A:** The Stampin' Up! store has been verified by VeriSign to be secure for commercial transactions. In addition, Stampin' Up! has received accreditations from the BBB (Better Business Bureau) for customer service standards. You can be perfectly confident that your transactions will be secure. If you would like to learn more about our security, please see the Security Policy document.

For more information about VeriSign, visit <http://www.verisign.com>.  
For more information on the BBB, visit <http://welcome.bbb.org>.

### *Q: What types of payment do you accept?*

**A:** We currently accept credit card payments made using Visa and MasterCard. We also accept Discover in the US.

### *Q: How long will it take for me to receive my order?*

**A:** When you check out, you will see our current order processing and handling time. In addition, you will need to add your chosen shipping method to calculate the total time to receive your order. After placing your order, you can check your order status and get tracking information in the My Account area of Online Ordering.

### *Q: How can I check on the status of my order?*

**A:** When you log in to your account, you will be able to check the current order status from your My Account page. The Order History tab will have order information, shipping tracking information, and will contain orders from the past 12 months. You may also contact customer service at 1-877-iSTAMP2.

### *Q: How can I contact the company?*

**A:** To contact customer service you may call 1-877-iSTAMP2 Monday through Friday 7:00 AM through 7:00 PM (MT). You may also e-mail us at [cs@stampinup.com](mailto:cs@stampinup.com).

### *Q: What browsers should I use to order online?*

**A:** Stampin' Up! currently supports Internet Explorer versions 6 and 7 and Firefox versions 2.x and 3 on PC and Firefox versions 2.x and 3 on Mac. The ordering system does not support other browsers such as Safari, Opera, or the AOL browser.

### *Q: AOL is my Internet Service Provider (ISP). What can I do to shop online?*

**A:** While we do not currently support Online Ordering through the AOL browser, you can still purchase online by connecting to your ISP and then switching to any of the supported browsers (Internet Explorer or Firefox) to purchase online.

### *Q: I use a Mac. What browsers can I use?*

**A:** Mac users may use Firefox versions 2.x and 3 to order online. We do not currently support other browsers such as Safari.

*Q: I bookmarked my demonstrator's Online Store, but now it takes me to stampinup.com. Why?*

*A:* If you try to bookmark a page once you've entered into the store, the bookmark will not recognize your demonstrator. Instead the bookmark recognizes the store and will return you to stampinup.com to place orders in the future. To make sure you are getting Stampin' Rewards and the best shipping prices by shopping through your demonstrator, bookmark your demonstrator's web site home page, not her Online Store. Your demonstrator's home page will have many useful links including the store button.

*Q: I left my computer for a while, and now I can't find my order. What can I do?*

*A:* If your computer is inactive for more than 20 minutes, your session will expire and you'll need to add items to your shopping cart again. To avoid this situation, close your order before leaving your computer unattended for more than 20 minutes.

*Q: What are the advantages of ordering through your demonstrator's web site?*

*A:* By placing your order on your demonstrator's web site, you will receive the best pricing, best shipping rates, and be eligible for Stampin' Rewards (described below). You will also be clicks away from your demonstrator's personal content to help guide you in exploring your creativity.

*Q: What is the Demonstrator Finder?*

*A:* The Demonstrator Finder allows you to connect with a demonstrator in two ways. The Demonstrator Locator will allow you to locate a demonstrator close to you. Here you will input your address, and the Demonstrator Locator will return the demonstrators closest in proximity to you. The Demonstrator Directory allows you to enter your demonstrator's information to find a specific person. The Demonstrator Directory will display current demonstrators that match the information you input.

*Q: My demonstrator lives in Quebec. Can I order from her?*

*A:* We do not currently offer Online Ordering in Quebec. Please contact your demonstrator directly to place an order with her.

*Q: What is a demonstrator's web site and what can I find there?*

*A:* Your demonstrator may have a personal web site where you can order online. In addition to the store, you will also find event notification, project ideas, and personal information to help in your own creativity. To find if your demonstrator has a web site, use the Demonstrator Directory to locate her. If she has a web site, a link to her site will be listed next to her name on the results page.

*Q: What are Stampin' Rewards, and how do I earn them?*

*A:* The Stampin' Rewards program awards free merchandise to you when you place an order of a certain amount. You can qualify for Stampin' Rewards (which includes both free dollars and free, exclusive stamp sets) only when you place an order on your demonstrator's web site. Awards can only be redeemed at the point of purchase, so if you qualify for Stampin' Rewards, please be sure to choose them before you complete checkout. Otherwise, you'll lose them. The award tiers are available from the Stampin' Rewards link at the bottom of the store page on your demonstrator's web site.

*Q: Do you offer personalized stamps?*

*A:* We currently do not have any personalized stamps online; however, we do have personalized stamps available through a demonstrator. Please contact your demonstrator for our personalized stamp offering.

*Q: How does Stampin' Up! calculate sales tax?*

*A:* When you enter the payment and billing screen, we will calculate your tax based on the ZIP Code you have entered as part of your billing address. For the most accurate calculation, please enter your ZIP Code + 4. You may look up your ZIP Code at <http://zip4.usps.com/zip4>.

*Q: How can I exchange a product I have ordered?*

*A:* An exchange form with the exchange policy and instructions is available on the policies tab of your My Account page.

*Q: Do you ship internationally?*

*A:* We do not ship internationally. If you are ordering from the US, you can only order through the US store, and products can only be shipped within the US. Similarly, if you order in Canada (except Quebec), you can only order through the Canadian store and products can only be shipped within Canada.