

# Frequently Asked Questions

## My Account

*How do I know how many points I have?*

Your current available points balance is listed in the top right corner of every page.

*Will my points expire?*

Points expiration rules are available within the program terms and conditions and additional details can be found within the My Account Statement page on the rewards website.

*Are there any fees for participating in the rewards program?*

It is free to participate in the Envision Credit Unions Debit Rewards program.

*How can I earn points?*

Points are awarded for qualifying purchases using your Envision Visa® Debit Card. Swipe your Envision Visa® Debit Card when you shop. When prompted, simply select "credit," instead of "debit," at checkout.

## Order Placement

### GENERAL

#### How can I place my order?

There are multiple ways you can order your reward; by phone or via the rewards website.

- To place your order over the phone, please call our customer service number. When speaking to a representative, please be as specific as possible regarding the brand and name of the reward you want, the color and size (if this applies) and the item number (if you know it) to ensure the desired reward is ordered correctly.
- The most popular way to order your reward is directly through this website. Just browse through the various rewards categories right from the home page! Then:

1. Select the reward you want.

2. Select "Add to cart" to place your order and click on the cart icon in the top header at any point to "Check out" . You can also change quantities of items directly from the cart or remove items from the cart.
3. Review items in cart and click 'Proceed to Checkout'.
4. Confirm redemption information and enter your phone number and email address. Then click on 'Continue to Shipping Address' to move to the next step.
5. You can either enter the shipping address or select the check box 'Same as on file' if the shipping address is the same. Click on 'Continue to Review'.
6. Select "Place my order" to complete your order. You will receive an order confirmation with the option to print the confirmation for your records, and an email confirmation will be sent to the email address you provided.

### **Why do I need to provide my phone number?**

Occasionally the delivery service may need to contact you in order to complete the delivery, especially if you have ordered a larger item that will be delivered by truck. If your reward request was mailed, we may need to contact you regarding the request to ensure that the desired reward is ordered correctly.

### **Why do I need to provide my email address?**

We will send you a redemption confirmation for your order(s) via email at the email address you provided to us so that you can easily maintain the information for your records. If you are redeeming your points for an eGiftCard, you will need to provide your email address so that you can receive your eGiftCard code.

### **What if the reward I ordered isn't available?**

If you have already placed the order but the item is no longer available, we will contact you at the phone number you provided immediately. We will make every effort to substitute a similar item of equal or higher value. If a substitute is not available, you will be notified, and your points will be credited back to your account so you may browse for another reward.

# Order Placement

## *SHIPPING*

### **Will I be charged for shipping?**

Merchandise shippable by UPS or UPS Surepost will be available to all US territories at no additional cost. Items being shipped to Alaska, Hawaii, Puerto Rico, Guam, and the US Virgin Islands may have additional freight charges. We will contact you to confirm any additional points redeemed to cover additional freight charges.

### **How will my order be shipped?**

UPS usually delivers small packages, but larger items will be shipped by common carrier. Although we are unable to pre-arrange delivery for a specific day or time, we will notify the common carrier to contact you prior to delivery. Common carrier shipments are curbside deliveries. Please plan to be available and assist with unloading at the time of delivery.

### **Are gift cards the only items that can be shipped to a P.O. Box?**

Yes, gift cards that are valued under \$1,700.00 can be delivered to a P.O. Box because they are shipped via First Class US Mail. Gift cards that are over \$1,700.00 cannot be shipped to a P.O. Box because they are shipped via FedEx 2nd day. Merchandise is also shipped through UPS or FedEx and requires a valid street address to ensure proper delivery.

### **Can I ship my order to a different address?**

Yes, when submitting your order, please enter the address within the "Ship to" address fields. Please be aware that there are fees associated with shipping outside of the contiguous US. If you have any further questions, please call customer service for more information regarding shipping policies.

### **Can I ship to an address outside the United States?**

No, you may only ship within the United States and its territories. Please be aware that there are fees associated with shipping outside of the contiguous US (eg Alaska, Hawaii, Puerto Rico, Guam and the US Virgin Islands). If you have any further questions, please call customer service for more information regarding shipping policies.

## Order Status

### How can I check the status of my order?

You can check the status of your order online by going to the 'Order History' section within your Account menu or by calling customer service to speak directly to a representative.

### How can I cancel my order once it's been placed?

Once an order is placed, it cannot be altered or canceled.

### How long will it take to receive my order?

Merchandise rewards may take two to four (2-4) weeks to be shipped from the time of order. Specialty or custom orders may take six to eight (6-8) weeks to be shipped. Multiple rewards may arrive at different times because they may be provided by different vendors. Delivery times may increase during peak holiday periods. Please allow 5-10 days for gift card orders to be shipped. Please note if you do not receive your order within the recommended time frame, you should contact us to file a claim. Any claim must be filed within 120 days of the ship date.

## Delivery

### What should I do upon receipt of my order or if I receive a damaged order?

If your order is delivered by common carrier or freight line:

- Open the box and inspect the item for damage. If damaged, refuse the shipment. For deliveries without apparent damage, please sign the bill of lading "Subject to inspection". If concealed damage is found, contact customer service by phone within 24 hours of receipt for further instructions. Please retain all boxes and packaging associated with damaged items as we will request photos to file any claim.

If your order is delivered by small package carrier such as UPS:

- Inspect the order immediately. For damaged items, refuse the package. If the package was dropped off, please keep all packaging and call customer service for further instructions.

## **I ordered multiple items but only one has arrived, what should I do?**

If you ordered two or more items, do not be concerned if the first shipment contains only part of your order. Our merchandise is shipped directly from our vendors and therefore it may arrive at different times. In the case of an unusual delay, a customer service representative will contact you at the phone number you have provided.

## **Post Reward Delivery**

### *GENERAL*

#### **Can items be returned?**

Most orders are not returnable. In the event that we are able to accommodate a request for a return, the merchandise must be unopened and in its original packaging. Electronics must have the manufacturer's seal still intact. Customized merchandise is not returnable. Other restrictions may apply. In the event that an incorrect, damaged, or defective item is received, contact customer service for further instructions.

#### **What if I have a problem with an item that I've had for a while?**

All items come with a warranty provided by the manufacturer; those warranties may vary by manufacturer. Please review the manufacturer's warranty carefully. The materials you received with your purchase may also give information regarding authorized repair centers and are covered for up to 30 days from purchase. If you have a problem with an item, please contact the manufacturer at the toll-free number located in the owner's manual for service. All electronics must be handled through the manufacturer's warranty. The card issuer does not provide any product or service warranty.

#### **I need a copy of my receipt for the warranty, what should I do?**

Most manufacturers will accept your order confirmation as proof of purchase. If you need a hard copy of the receipt, contact customer service and they will submit a request for a copy of your receipt. You should receive it within 5-7 business days.

## Gift Cards

### **I lost my gift card; can I get a replacement sent to me?**

Gift cards should be treated as cash. Once they are received, if lost or stolen, they cannot be replaced.

### **When does my gift card expire?**

Gift cards do not expire. However, the expiration date on the prepaid Visa® is 24 months from the date of issuance.

### **I ordered a \$100 gift card, but I received two \$50 gift cards, why?**

For your convenience, we generally have gift cards with smaller denominations in stock and readily available for shipment.

## eGiftCards

### **What are eGiftcards?**

eGiftCards are gift card barcodes that can be used online or in-store at the participating merchant. When you redeem your points for an eGiftCard, we'll send it to the email address you provide at check out immediately. Since eGiftCards don't have to be shipped, you can redeem your gift card even sooner!

### **Why do I need to enter an email address when I redeem my points for an eGiftCard?**

Your eGift Card code will be sent to you via email. After you receive a confirmation email from us, you can use the code immediately to redeem at the participating merchant.

### **When will my eGiftCard be emailed to me?**

You should receive an order confirmation email from us immediately after placing your order. Your eGift card may take up to 72 hours to arrive after ordering. To ensure your confirmation email and eGift card will not be accidentally misplaced, please add [noreply@vcdelivery.com](mailto:noreply@vcdelivery.com) and [gc@vcdelivery.com](mailto:gc@vcdelivery.com) to your safe senders list.

### **How do I know which gift cards are eGiftCards?**

eGiftCards are labeled with a green flag in the Gift cards reward category. You can also view eGift cards in the eGift cards subcategory.

### **Why are some gift cards available in both plastic (snail mail) and eGiftCard form?**

We've added eGiftCards for some of our most popular merchants in an effort to cut down on shipping time and allow you to redeem your gift card even faster!

**I redeemed my points for an eGiftCard, but I haven't received a confirmation email, what should I do?**

Unfortunately, we cannot resend confirmation emails. Please check to see if the confirmation was accidentally filed in your spam folder. If you still cannot find the confirmation, you can always see your orders on the Rewards website in the order status section.

## Travel Redemption

**How can I place an order for an airline ticket or book a hotel reservation?**

All airline ticket and hotel reservation redemptions can be made by selecting the "Online reservations" link under the Travel category.

- To book a flight, fill out the criteria for your reservation. Once you have found the flight you would like to book, select "Choose this flight". Fill in the passenger information carefully and select "Continue". Then, enter the billing and contact information and select "Continue". Review the information on the "Confirm booking details" page and if this information is correct, confirm the reservation. Please be patient while the website completes your reservation. Once your reservation has been processed, an order confirmation will appear for your records.
- To book a hotel reservation, fill out the criteria for your reservation. Once you have found the hotel room you would like to reserve, select "Select". Then, enter the guest information and select "Continue". Next, fill in the billing and contact information and select "Continue". Review the information on the "Confirm booking details" page and if this information is correct, confirm the reservation. Please be patient while the website completes your reservation. Once your reservation has been processed, an order confirmation will appear for your records.

To speak with a travel service representative, please call customer service. To find additional information on how to redeem your points for travel or book your next vacation, select Redemption Information under the Travel category.

**Are there additional fees that I need to pay in order to make my reservation?**

There may be some additional fees in order to fulfill a travel reward. The online reservations portal or travel service representative will notify you prior to charging your rewards credit card.

### **Can I cancel a travel reservation?**

Some reservations may be canceled online. Please check the details in the My Trips section of the website. Terms and Conditions will apply. Please call customer service for more information regarding our travel reservation cancellation policy.

### **Are there any other rules related to travel redemption?**

Please view the Program terms and conditions of the program in order to view all travel rules and restrictions.

## **Pay With Points**

### **What is Pay With Points?**

Pay With Points is a new redemption method that lets you redeem points for credit for specific Visa credit transactions. You can select the transactions you'd like to redeem against on your reward program website. You can also sign up to receive notifications via text or e-mail when an eligible transaction has occurred and redeem instantly by responding to the text or through one click in the e-mail. Emails will come from [notification@award-headquarters.com](mailto:notification@award-headquarters.com).

### **How do I use Pay With Points Real Time Notifications?**

Complete your preference profile on our registration site and respond to the opt-in text or e-mail you receive. Then, every time you make a purchase that qualifies for notification under the preferences you provided, and you have sufficient points in your account, you will receive an e-mail or text. Simply reply "REDEEM" via text or click the redemption button in the email and your points will be redeemed for that purchase. A statement of credit for the purchase will appear on your monthly billing statement.

### **Can I sign up for multiple accounts for Pay With Points with the same phone number?**

Yes, you may assign a 10-digit U.S. mobile number to all eligible accounts in good standing.

### **Can I sign up multiple phone numbers in the same household for Pay With Points?**

You may only assign one 10-digit U.S. mobile number per household or account.

## **Do all of my purchase transactions qualify for Pay With Points redemptions?**

**I received Pay With Points text/e-mail messages after several consecutive purchases. Are they all valid for redemption?**

You may only redeem against the most recent e-mail or text message received. You can go to the Pay With Points section of your reward program website to choose to Select & Credit from up to the last 45 days of qualifying transactions that have not already been redeemed.

## **Can I still redeem if the text or e-mail message delivery is delayed?**

The text or e-mail message is sent at the time of the qualifying purchase. You have 72 hours from the time the purchase is made to respond and redeem, otherwise you can go to the Select & Credit section of your reward program website and choose the transaction there.

## **Why didn't I receive a text message for my purchase?**

Certain categories of transaction, such as dining, or gas stations may not receive a message due to the authorization process needed. You must also have enough points in your account to cover the redemption and the transaction must fall in the categories and dollar threshold you have selected. Some dining transactions may not include the tip when processed, which may also impact the transaction's inclusion based on your dollar threshold.

## **Will I receive Pay with Points e-mail or text messages for international transactions?**

If an international merchant transaction qualifies and is coded under a category and dollar threshold you have selected, you will receive a message. Please note that not all international merchant transactions may process due to differences in categorization by the processor and foreign exchange rates. Your statement credit may also vary from the exact transaction amount due to foreign exchange differences.

## **Will I receive notifications while I am traveling internationally?**

Yes, you will receive notifications for qualifying transactions. Please consult with your carrier for any applicable SMS charges that may apply during your travel.

## **Will I receive a Pay with Points e-mail or text message for my auto bill pay transactions?**

If the transaction falls within your preferences and dollar threshold, and you have enough points to redeem against it, you will receive a notification.

### **Why is the Pay with Points credit on my statement different from my transaction amount?**

The statement credit may be different from your final purchase amount if the transaction included a gratuity, fees, estimated taxes, or foreign exchange.

### **How do I stop receiving text messages or e-mails for Pay with Points?**

You can opt-out of texts at any time by going online to your reward program website, by texting 'STOP' in response to a notification or by calling 866.350.1568. You can opt-out of e-mails at any time by going online to your reward program website, or by calling 866.350.1568. After you opt-out, you may still receive messages for up to 24 hours.

### **My points are combined with my spouse/significant other's, will I receive message for purchases made on his/her account?**

Yes. If your transactions qualify to earn combined points under a program, the household member who has opted in to receiving messages will receive notification for any qualifying

## **Visa Credit Transaction.**

### **Do I need to make the required minimum payment on my credit card statement if I have received Pay with Points statement credits?**

Yes. Payment requirements for your credit card are governed by your cardholder agreement.

### **Why is my transaction not displayed for redemption on my loyalty program website?**

Transactions begin to be collected when you first come to the rewards website or opt-in for notifications. Transactions before this date will not be displayed. Transactions that are not of the amount or in categories allowed by your program will not be displayed. And you will only ever see qualifying transactions for which you have enough points to redeem.

### **When will my statement credit appear on my account?**

Please allow up to ten business days for your statement credit to appear.

### **How will my statement credit appear on my account?**

Your statement credit will be listed with the description "Paid With Points".