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# Online Ordering FAQ

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## **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: Can I view 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: Is there a difference in the products I find in catalogs and those online?**

**A:** The product offerings in catalogs and online are the same.

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

**A:** If you have a current catalog, you can search by item name or item number in the online store.

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

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

## **Q: The item I want is in the catalog but I can't find it on the store.**

**A:** This means the item is currently on backorder or temporarily unavailable for order. Please try back in the future to purchase this item.

## **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 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, MasterCard, and Discover.

## **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 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.

Stampin' Up!  
1-800-STAMP UP  
[ds@stampinup.com](mailto:ds@stampinup.com)

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

**A:** The Stampin' Rewards program awards you with rewards dollars that you may redeem for exclusive products when you place a qualifying order. Click the Claim Rewards button to add reward items to your shopping bag at any time before checking out. Please note that you must redeem rewards dollars before checking out or you will lose them. To view the award tiers, click the Stampin' Rewards link at the bottom of the store. Certain award tiers will give you the opportunity to choose products at half off. These products can be added to your order by clicking the Claim at 50% Off button. To view the exclusive products available for purchase with rewards dollars, click the Stampin' Rewards link.

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

**A:** We will calculate your tax based on the ZIP Code you have provided as part of your billing address.

**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. For orders placed in the US, Canada, Australia, New Zealand, and Japan, orders can only be shipped to the country where the order originates. In Europe (United Kingdom, France, Germany, Austria, and Netherlands) orders may be shipped outside of the country where the order is placed or where the demonstrator lives, but only to the countries listed. For example, a customer in Germany may order from a demonstrator in France and have that order shipped to Germany.

**Q: What is the availability of items in the online store?**

**A:** The sales period for online items is based on the sales period for the catalog in which the product was released. While we do our best to ensure products are available during that time, availability may be limited towards the end of the catalog sales period.

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

**A:** Stampin' Up! currently supports the latest versions of Edge and Internet Explorer (Windows), Safari (Mac), Firefox (Windows, Mac), and Google Chrome (Windows, Mac).

**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 an extended period of time, your session will expire. To avoid this situation, close your order before leaving your computer unattended. You may also create an online account and save your order if you aren't ready to check out right away.

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

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

**Q: What are the advantages of ordering through my demonstrator's website?**

**A:** Placing an order on your demonstrator's website automatically associates that demonstrator with your order. Orders placed at stampinup.com can also be attributed to your demonstrator by selecting them as the preferred demonstrator in your online profile.

**Q: What is the Demonstrator Finder?**

**A:** The Demonstrator Finder allows you to connect with a demonstrator in two ways: (1) 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. (2) 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.

## Other Questions about Stampin' Up!

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

**A:** Founded in 1988, Stampin' Up! is a direct-sales company that designs and manufactures an exclusive line of decorative rubber stamp sets and offers accessories for home décor, greeting cards, craft projects, and memory keeping. The company's size and growth reflect a worldwide passion for decorative rubber stamping and paper crafting.

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

**A:** Stampin' Up! 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 websites. Currently, more than 40,000 demonstrators from all 50 US states, Canada, Australia, New Zealand, France, Germany, the United Kingdom, Austria, Netherlands, and Japan teach the art of stamping and share their enthusiasm for stamping, memory keeping, and card making.

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

**A:** Based in Utah, 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: How are Stampin' Up! products unique?**

**A:** Stampin' Up!'s line of exclusive decorative rubber stamps is sold in coordinating sets. Stampin' Up! accessories include paper, ink pads, ribbon, embellishments, markers, tools, and kits.