



Rewards Club FAQ

Who is the Rewards Club intended for?

The Rewards Club is a program that rewards loyal customers for their purchases and creates a community of people that celebrates stories, completes projects and shares ideas.

How are club members awarded credit for purchases they make at parties or in person?

Club members who make purchases at parties or in person will pay the full retail amount of their order, and the Consultant will manually award club credit. Club credit can only be redeemed on a Consultant's website or on [creativememories.com\(.ca\)](http://creativememories.com(.ca)).

How will I know that purchases have been entered for Rewards Club credit?

Just as you would manage any other account, we encourage you to manage your Rewards Club credits. You can view your club credit details by clicking on Visit My Club on creativememories.com.

What exclusive offers or products will be available to Rewards Club Members?

Creative Memories will offer exclusive traditional or digital products or offers to club members throughout the year.

How many exclusive products are club members allowed to purchase?

Club members are allowed to purchase one of each exclusive product offered.

How are club members who use digital products awarded credit for their purchases?

If you prefer to use digital products, you are encouraged to purchase product credits from your Consultant's website or [creativememories.com\(.ca\)](http://creativememories.com(.ca)). In the event you don't purchase product credits, your Consultant can manually award club credit for your Digital Center purchases.

Can club credit be redeemed for Digital Center orders?

At this time, club credit cannot be redeemed on Digital Center orders. Customers are encouraged to use club credit to purchase digital product credits, which can be used to purchase products on the Digital Center.

Is club credit earned on Digital Center orders?

Yes, club credit is earned on Digital Center orders. Your Consultant will manually apply the credit to your Rewards Club account.

Can club credit be used to pay for items such as a Pixels 2 Pages subscription, Cricut® machine, etc.?

Club credit is eligible on any products available for purchase through your Consultant's website and [creativememories.com\(.ca\)](http://creativememories.com(.ca)). Customers are encouraged to purchase digital credits to use for their Digital Center purchases. Persona orders do not qualify for club credit nor can club credit be applied to Persona orders.



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Can club credit be earned and redeemed on sale items?

Yes, club credit can be earned on sale items, and you may use club credits to purchase sale items.

Do I have to double check to verify if my credits are correct?

Club credit is calculated systematically, so it's not necessary.

Do you receive a 15 percent discount or 15 percent credit?

Club members receive a 15 percent club credit on all retail purchases to be used toward a future order.

Do Rewards Club members who become a Consultant get compensated?

Rewards Club members who sign up to be a Consultant will receive a \$25 product certificate. The certificate is meant to compensate the new Consultant that was previously a Rewards Club member. Refer to the Rewards Club Terms and Conditions for details.

What is included in the email updates that club members receive?

Club members will periodically receive email updates on any of the following: inspiration, exclusive tips, layouts, announcement of upcoming exclusive products or links to current exclusive product.

How do I cancel my Rewards Club membership?

Contact Creative Memories customer service to cancel your Rewards Club membership.