

## Award Network Frequently Asked Recognition Award and Incentive Program Questions

### 1. Why should I utilize tangible merchandise awards instead of cash or gift cards?

Employees respond more positively to and are more **motivated by tangible corporate** gifts than cash or gift cards that are generally regarded as less personal and memorable. Tangible recognition awards also keep the dollar amount hidden from the recipient, providing a higher perceived value. Unlike gift cards, tangible corporate gifts do not expire and are replaceable if lost or misplaced. To learn more about benefits of offering tangible recognition awards please visit our blog on the topic.

### 2. Are there any minimum award ordering requirements?

Whether you are planning an incentive or employee recognition program, online or paper-based, we have no minimum requirements. Our award programs allow administrators to award recipients monthly, weekly or even daily instead of placing all orders at once in order to meet order requirements.

### 3. Does Awards Network have any award program setup, administration or other fees?

Awards Network does not charge any setup or administrative fees including software, maintenance, support, hosting or transaction fees for recognition awards or incentive programs, online or paper based with the exception of the Online Point Bank Incentive Program. A onetime setup fee will apply to this award program.

### 4. Can award program materials and websites be company branded?

Awards Network can completely customize your presentation materials and websites using your company's logo, layout, images and wording. Our customized software allows us to brand our recognition award and incentive program websites. We can mirror an existing website or create a new theme for the **award program website** and will work to keep your company's branding consistent throughout your rewards program.

### 5. Does Awards Network charge for shipping and handling of awards?

All shipping, handling and freight charges to anywhere in the contiguous United States are included in each award collection's cost. For gifts shipping outside the contiguous United States, freight, tax and duty will be invoiced separately from the merchandise and based off UPS Ground international prices.

### 6. What price levels and how many gifts are available in each collection Awards Network offers?

Awards Network offers gift collections ranging from \$25 to \$3,500 with an average of over 90 lifestyle gifts in each collection. We offer a wide variety of **brand name corporate gifts** ranging from Cuisinart blenders and Samsung Televisions to Dewalt power tools and Ralph Lauren purses. Popular brands represented in our reward catalog include Dooney & Bourke, Hamilton Beach, Panasonic, Lladro, Movado and Canon.

### 7. How often are additions and updates made to the award catalog?

Availability of items in the online awards catalog is consistently updated so that only the most up to date and available offerings are shown. The Awards Network printed catalog is published annually in autumn.

## 8. How long does it take to receive a gift once it has been ordered?

More than 90% of our items ship within 72 hours or less of selection, ensuring the item is delivered in a timely manner. For large or bulky items such as furniture, please allow an extra 2-3 weeks for delivery.

## 9. What is Awards Network's return policy?

Awards Network guarantees 100% satisfaction for all of our award merchandise. If a recipient is dissatisfied with his or her gift for any reason, he or she simply needs to contact us for an exchange or replacement within 30 days of receiving the item. A return label will be emailed to the recipient so that he or she may return his or her gift at no charge. We will then ship out a replacement item or the recipient's alternate gift choice. After this 30 day period items are covered under manufacturer warranties as they apply.

## 10. Does Awards Network require an organization to sign a contract?

Although we are happy to sign any contract or service agreement requested by a client company, Awards Network itself does not require a contract. Any agreement entered into between Awards Network and a client shall commence on a date determined by the client and Awards Network and shall continue unless one party provides 30 days notice of cancellation.

## 11. What payment options are offered?

Once informed of a client's decision to partner with Awards Network, an open prepaid account with net 30 day invoicing terms is created. Clients also have the option of setting up orders using a Billed Upon Redemption (BUR) format for a nominal fee per award. We accept Visa, MasterCard and checks for payment.

## 12. I would like to set up an account with Awards Network-what is the next step?

Awards Network will assign a dedicated Account Manager who will be your one point of contact. Your Account Manager will promptly contact you to provide a list of necessary information to get your recognition award or incentive program started.

## 13. What are some other companies that utilize Awards Network's services?

Awards Network Employee Award Programs have helped organizations in many industries [improve performance and increase employee motivation](#). Awards Network is committed to help our clients become high performance enterprises in any market setting.