

Recognition Program FAQs

1. Are there any minimum order requirements?

There are no minimum order requirements when you place an order. There are also no order minimums to get your complimentary, [custom redemption website](#) in place. You can place orders as needed or in bulk for all of your recognition needs.

2. Does Awards Network charge any additional setup or administrative fees?

There are no ongoing, set up, administrative or hidden fees in recognition programs.

3. Can print based and online recognition programs be branded or customized?

Any materials, in print or online, may be completely customized with your company's branding including text, images and logos.

4. What is the typical turnaround time to get a recognition program set up?

Your Account Manager will work to meet any deadlines or in-hands dates that you need to meet. Depending on the level of complexity and content, the typical recognition program is set up within 1 to 7 business days.

5. How does a recipient redeem his or her recognition award?

Recipients are given the option of ordering by email, mail, fax or online.

6. Does Awards Network charge shipping/handling for awards?

All shipping/handling charges are included in the award collection pricing for any item shipped within the 48 contiguous states. Additional shipping charges, taxes, duties or royalties will apply for any item shipped outside the 48 states.

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

After a recipient places his or her order, the [recognition award](#) should arrive within 9 to 14 business days. Large or bulky items that require freight shipment may take 2 to 3 weeks for delivery.

8. What is Awards Network's return policy?

Awards Network guarantees **100% satisfaction** for all award merchandise. Dissatisfied recipients may request an exchange or replacement within 30 days of delivery. Returns and replacements are shipped at no charge. After 30 days manufacturer warranties will apply.

9. What are some companies that utilize Awards Network's services?

Awards Network has helped organizations in many industries in the United States and abroad. At **Awards Network**, it is our mission to assist organizations to reach goals, **overcome industry challenges** and create a sustainable competitive advantage through the strategic use of recognition and **incentive award programs**. Our focus with clients is to foster an engaged culture of recognition in the workplace while providing a memorable experience for each gift recipient or participant of our programs.