

FAQs

Welcome To Loyalty Rewards. Earn points and enjoy the rewards.

Points can be used in lots of ways. You can apply your points to take money off your statement, can shop at participating online retailers, get gift cards delivered to your email or home, book travel rewards and more. Below are a few answers to commonly asked questions about the program.

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. You can also view your available points on your current statement or sign in to your Pitney Bowes account and select the Rewards Program link in Your Financials. [Pitneybowes.us/signin](https://pitneybowes.us/signin)

Will my points expire?

Your points expire 3 years after they are earned as long as your account remains open , however you will immediately lose all of your points if your account status changes, or your account is closed for program misuse, failure to pay, bankruptcy, or other reasons described in the [Program terms and conditions](#) .

Are there any fees for participating in the rewards program?

Pitney Bowes offers 2 reward program levels. The basic program is free with a 5,000 annual point cap for meter and permit postage along with a 5,000 point cap for rentals. You can earn unlimited points for supplies and shipping. The other level we offer is Enhanced Rewards with an annual fee of \$49.99. The annual cap for meter and permit postage increases to 20,000 points and the rental cap remains the same at 5,000 points per year. Unlimited points can be earned for shipping and supplies.

How can I earn points?

Points are awarded for qualifying purchases and transactions: 2 points for every \$1 spent on shipping and 1 point for all other purchases including postage, meter rentals and equipment. Please view the [Program terms and conditions](#) for more details.

When are points credited to my account?

Points are awarded for qualifying transactions and purchases and are posted to your account each billing cycle.

How can I use my points?

You can use your points for cash back by redeeming points for Pitney Bowes statement credits. Other redemption options include gift cards, merchandise and travel rewards.

Order Placement

General

How I can place my order?

There are three easy ways you can order your reward; by phone, mail or via the rewards website.

- To place your order over the phone, please call **866.726.2705**. 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 (ex: Apple 13-inch MacBook Pro with Touch Bar: 3.1 GHz dual core i5, 256GB in silver).

- The most popular way to order your reward is directly through this website! First, select the rewards category you would like to view under the "Browse rewards" dropdown menu. Then:
 1. Select the reward you want.
 2. Select "Add item to cart" to place your order and choose "Check out" (To change your selection or to start over, simply remove the item(s) from your Cart).
 3. Verify and confirm your redemption information, and enter the shipping address.
 4. Continue to step 2 and review your order to ensure the reward listed is exactly what you want.
 5. 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.

What if I don't have enough points to place my order, can I purchase extra points or pay the remaining balance?

Unfortunately, points can't be purchased and you can't pay for the remaining balance. However, you can wait until you earn enough points to receive your desired reward. **Simply put the item in your Wish List**, where it will be saved until you have accumulated enough points. Just select "Add to wish list" when viewing the reward you want in order to save it in your wish list. When you have enough points to redeem for this reward, select Wish List located under the "My account" dropdown menu. Next, select "Move to cart" and complete your order.

What if the reward I ordered isn't available?

If you 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.

In addition to my reward selection, is there any other information I need to submit when ordering?

Always be sure to indicate size, color or finish as appropriate. Simply follow the drop down menus on the item detail page to complete your selection. Please be sure to complete the check out process. An order confirmation will deliver via email when your order is complete.

Why do I need to supply phone numbers and my email address when I place my order online?

It is imperative that you include your email address and telephone number when placing an order online. This will allow us to quickly contact you should any questions arise with your order or to simply confirm your order if necessary. You will also receive an order confirmation email for all orders.

I ordered an eGift Card. What happens next?

eGift Cards are offered in digital format and provide ease of use and flexible payment options; print for in-store, apply to online transactions at check-out or scan the card value at the register direct from your phone. eGift Cards deliver to the email address associated with your account profile. Lost or deleted cards are available for replacement upon request. Delivery is completed within 24 hours of order confirmation. Orders requesting quantities of 10 or more may require

additional processing time. If a larger card denomination is desired, please contact our customer service department PRIOR to placing your gift card order. Cards that have been distributed are not eligible for return. eGift Cards do not expire.

I have not received my eGift Card order, what can I do?

You can search your email by "Award Headquarters" to assist in locating your eGift Card. **The subject line will read "You have received a gift from Award Headquarters."** Also, we suggest adding donotreply@vcdelivery.com to your trusted senders list to ensure the eGift Card is not delivered to your SPAM folder. You may also contact our customer service department to request the card be resent to the email address associated with your account profile.

~~I placed an order through Event Ticketing. What happens next?~~

~~Read your event ticket order confirmation carefully, as ticket delivery varies by type of event, date, and venue. Tickets may deliver via email, will call, or, in some cases, mail. Event tickets cannot be modified or canceled.~~

~~I placed an order through Air Travel Ticketing. What happens next?~~

~~Air travel ticketing works just like any other online ticketing portal. Your ticket confirmation is emailed to the address provided during checkout. You may also access your reservation directly through the airline. Air travel tickets cannot be modified or canceled through the Program. You may contact the airline directly to change your booking; however, all changes are subject to carrier fees, terms, and conditions.~~

Shipping

Will I be charged for shipping?

No, shipping or handling fees only apply for merchandise being delivered outside of the contiguous U.S. For information on these fees, please contact [customer service](#).

How will my order be shipped?

UPS and FedEx 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 make arrangements to be available and assist with unloading at the time of delivery. An in-house delivery can be arranged on some furniture and appliance shipments. To discuss special delivery arrangements, please contact us at 866.726.2705.

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

Yes, gift cards that are valued under \$300 can be delivered to a P.O. Box because they are shipped via First Class US Mail. However, gift cards that are over \$300 cannot be shipped to a P.O. Box because they are shipped via UPS Ground. Our other merchandise is also shipped through UPS and requires a valid street address to ensure proper delivery.

Can I ship my order to a different address?

Yes, if you would like to ship to an address that is different from your default address, simply delete the pre-filled information fields and enter the new address information. You can always update your default address information by visiting the "My Profile" page.

Can I ship to an address outside of the United States?

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

Will my shipment require a signature?

Shipments requiring ground, air or freight service will often require a signature. If you are not typically available during the day to provide your signature, you may want to consider requesting shipment to an alternate location where someone will be available to sign on your behalf.

Order Status

How can I check on the status of my order?

You can check the status of your order online by selecting **Order Status** in the "My account" dropdown menu or by calling **customer service** at **866.726.2705** to speak directly to a representative.

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

In most cases, you may cancel your order if the item was not customized and has not already shipped at the time of cancellation. If you have any questions about our cancellation policy, please contact **customer service** for more details.

How long will it take to receive my order?

Please allow the standard shipping time of 2-4 weeks to receive your order. The standard shipping time for gift cards is 5-10 business days. Gift cards are shipped via first class U.S. mail (or UPS Ground for orders over \$300). Electronic gift cards will arrive in your mailbox within 10 minutes after being ordered and can be used immediately.

Delivery

What should I do when my order is delivered?

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** at **866.726.2705** immediately for further instructions.

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-delivery

General

Return Policy Terms & Conditions

We select only the finest quality items for your purchase. However, if you are dissatisfied with an item, please return it (see exclusions below). Customized merchandise is not returnable. All merchandise returns require return authorization. Please call customer service at **866.726.2705**. Such accommodation returns are subject to return shipping charges and a restocking fee that

varies by item. The item must be returned in its original packing, inspected and restocked PRIOR to reinstatement of points for alternative award selection. Requests for return must be completed within 14 days of receipt.

Goods Not Eligible for Return

Candles, Cosmetics, Open Box Electronics, Airline Tickets, Flight Vouchers, Cruise Certificates, Event Tickets, Hotel & Resort Awards, Fragrance, Furniture, Custom and Used Golf Equipment, Gift Cards, Earrings, On-Sale Merchandise, Personal Care, Special Request, Sunglasses. Apple, Tiffany & Co., Michael Kors, Tory Burch, and Coach products are not eligible for return.

Damaged Goods

Inspect your order immediately. In the rare event that your order arrives damaged, note the damage on all copies of the delivery receipt before signing. Retain a copy of the delivery receipt and contact PRO Premier Reward Headquarters immediately toll-free at 866.726.2705 for further instructions. Save all packing materials, cartons, etc. All damage claims must be reported within 48 hours of receipt.

Defective Goods

Merchandise discovered defective is eligible for exchange or warranty replacement within 14 business days of delivery. Please contact customer service at 866.726.2705 to request an exchange. Outside the specified timeframe, awards are covered by manufacturers' standard warranties. This information is included with the item. Please complete the warranty information as instructed. Please contact customer service at 866.726.2705 to request a purchase receipt if required by the manufacturer.

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

All items come with a full manufacturer's warranty and 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.

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](#) at [866.726.2705](tel:866.726.2705) 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 MasterCard® is 12 months from the date of issuance and the expiration for 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.