



## LAND'S END ORDER FAQ:

Creative Memories has partnered with LANDS' END to offer you LANDS' END apparel with the Creative Memories logo.

**How do I order?** Go to the LANDS' END website for Creative Memories to place your apparel order: <https://business.landsend.com/store/creativememories/>.

### What's important to know?

- All orders are placed and fulfilled with LANDS' END. As such, these products are **NOT commissionable**.
- LANDS' END will handle all **customer service questions**.
- LANDS' END will handle all **returns**.
- All clothing must include the Creative Memories logo.
- The ordering site is in U.S. dollars for the United States, Canada and Australia.
- LANDS' END will ship to the United States, Canada and Australia. International orders typically arrive 10-14 business days after the order is placed, subject to Customs.

**Are there ever sales on apparel?** Yes. If you would like to be notified of sales, subscribe to the LANDS' END email distribution list at <https://business.landsend.com/subscription-center>.

### What is the difference between a Promo Code and Program Certificate?

- A **Promo Code** is for a discount (e.g., 25% off polos, free logo, free shipping, etc.). To be notified of sales and discounts, sign up to receive emails at <https://business.landsend.com/subscription-center>. **Note:** You only need to go there to sign up for special offers; once you have subscribed, you'll want to return to the regular <https://business.landsend.com/store/creativememories/> to shop.
- A **Program Certificate** is a gift certificate that would be sent to an Advisor from Creative Memories. At this time, Advisors cannot buy their own gift certificates.

**Who do I contact for customer support?** Contact LANDS' END for customer support here: <https://business.landsend.com/store/creativememories/customerservice/contact-us> or call 1-866-711-2103 from 7am-7pm CT on weekdays.

