Products & Ordering FAQs

**Products**

1. If I have product suggestions or requests, where should I send them?

The product team welcomes your ideas, and asks that you send them to [cmproductsuggestion@creativememories.com](mailto:cmproductsuggestion@creativememories.com)

1. How long are product collections around?

Unless a Collection is noted as Limited Edition (LE), they are planned to have approximately a six-month lifespan. The exceptions are Baby, Wedding and Travel Collections, which we try to keep available year-round.

1. What does Limited Edition mean?

Limited Edition products are generally seasonal and/or something the product team is testing. The goal is to have them available for approximately three months. Occasionally available inventory sells through earlier or goes past the three-month mark.

1. What products could be considered “core” or always available?

There are some products we consider essentials to the product line, like Tape Runner, Album Covers and Refill Pages, Page Protectors and key tools like the Border Maker System, Personal Trimmer, Custom Cutting System, etc.

Regarding “core,” it may help to know the strategy. We rarely use the term, as it has different connotations to different people. The goal for the line is to keep a manageable number of SKUs that have reasonable turn rates. There are many examples of direct sales companies getting into trouble maintaining inventory on core items with poor sales; we will not do that.

When a product’s sales curve drops, we look at the trend and may (often) decide to discontinue; it’s then placed in the Last Chance category on the website. The irony of Last Chance is that products can have a low, steady sales rate with a fair amount left until they are moved. Putting them in Last Chance can resurrect interest and they suddenly fly off the shelves.

If the word "core" helps, it's best to apply to categories. For instance, we will always have bookcloth albums. At this time there are not plans to replace Ebony, Chocolate, Ruby or Cobalt because their sales remain consistent over time. But if that changes we would freshen them. Other album colors will change as we go because color trends change (i.e., avocado appliances are unthinkable now).

We will always have Refill Pages and Page Protectors as well as adhesives, a trimmer or two, etc. Their configuration may be adjusted/improved as time goes on. Right now the Border Maker System is a staple of the line because it's so well loved and the cartridges well received. But none of the cartridge designs would be considered such; the goal for those is to keep freshening over time. Border Maker Cartridges' ideal time in the line would be 6-9 months. (We over-ordered some of the early ones which is why they're still around.)

Punches are meant to be short-term and to live about the duration of a catalog, which are quarterly. Decorative items like Cardstock and Designer papers are essentials, but colors/designs will change over time.

1. What does Last Chance mean?

When a product is placed in the Last Chance category on the website, it means that the product is not going to return to the line, is in limited supply and is expected to sell out. If you or a customer desire a product you see in Last Chance, it’s a good idea to order it at that time.

1. Will there be more digital product options in the future?

We offer digital artwork in .jpg and .png formats for use in any scrapbooking software. We are exploring options for other types of customizable digital products.

1. Are the albums the same as they were before?

Our Creative Memories Album Covers have the same construction, Flex-Hinge® binding and authentic bookcloth as Creative Memories had in the past. All 12x12 albums, album covers, refill pages and protectors are in the True 12x12 size, which means all 12x12 products in our current line are interchangeable.

They are proudly made in the U.S.A. by our team in St. Cloud, Minnesota. Pages and Page Protectors are the same, authentic products and materials (manufactured in St. Cloud) as they were in the past, and they are available in both True 12x12 and 8x8 sizes.

1. Is the product quality the same as it used to be?

Yes! The team takes great pride in the Creative Memories legacy of quality and uses the same proprietary equipment, materials and craftsmanship that have been in place for decades. You can learn more about our commitment to quality on the website: ​http://www.creativememories.com/our-promise

Ordering

1. How long does in-house processing take?

Our Operations team is amazing. Small-but-mighty, they manufacture, pack and ship hundreds of orders each day in a spectacularly efficient way. ​Currently, orders are leaving the warehouse in 1-2 business days.

During peak times, like product launches and promotions, in-house time may take 2-4 days. Business days are Monday–Friday, excluding U.S. Federal holidays.

1. Is it possible to change or add something to an order after it’s placed?

Unfortunately not. Orders are automated out to the Ops team and they act on them right away. We would suggest you carefully review orders before they’re placed to avoid reorders/returns. In some instances customer service may be able to cancel orders if notified right after the order is placed: 320-281-1424 or email customerservice@creativememories.com

1. Are Advisors or customers able to do will-call/call-in orders?

We do not offer will-call or call-in orders.

1. Will I get a 1099 form to use for taxes?

If you live in the United States and have more than $600 in combined earnings, Account Credits issued, free gifts from promotions and/or earned incentive prizes in a calendar year, you will be mailed a 1099-MISC form the following January. The amounts are calculated on orders that you place, so you will want to keep detailed records if you are ordering on behalf of customers. You can avoid that by directing customers to order via your personalized URL. You can find more info on 1099’s here:

https://intercom.help/creative-memories/advisor-faqs/year-end-1099-misc-faqs