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## **General Questions**

### **What are Ribbon™ Gift Cards/Collections?**

Ribbon™ Gift Collections are the hassle-free solution to giving a gift your recipients will truly appreciate. Each collection features up to 40 name-brand gifts for your recipient to choose from.

### **What makes Ribbon™ Gift Cards/Collections different from traditional gift cards?**

Each Ribbon™ Gift Card allows the recipient to choose one gift from a collection of name-brand products. These items are specially selected by our team of expert buyers. Gift Collections are categorized by General Collections (based on price) and Specialty Collections (based on occasion). Ribbon™ Gift Cards are also different because they:

- Never expire or lose value.
- Come with a 180-day Satisfaction Guarantee.
- Don't show a dollar amount and have a higher perceived value.
- Let you browse and select a gift on MyRibbonGift.com.

### **Is my satisfaction guaranteed?**

Yes! There is a 180-day Satisfaction Guarantee on all Ribbon™ Gift Cards/Collections and gift items. That means the purchaser has 180 days to return a Ribbon™ Gift Collection for an exchange or a refund of the price paid, plus any applicable sales tax. The recipient also has 180 days from the redemption date to exchange their gift – for any reason. View the online Help/FAQs for [more information on making a return.](#)

### **Who purchases Ribbon™ Gift Cards/Collections?**

Just about anyone who needs to give a gift for business or personal occasions. General Collections are ideal for business use as employee/customer gifts and incentives, because they appeal to a broad audience of men and women. Plus, they can easily be purchased based on your budget, with 11 collections filled with general merchandise and ranging in price from \$30 to \$1,000. The six Specialty Collections let you give a gift for a special occasion, event, or theme. There are collections for weddings, new babies, women, men, kids, and health and wellness.

### **Are Ribbon™ materials available in Spanish?**

Yes! The entire Ribbon™ Program is available in English and Spanish, with most materials being bilingual. That includes cards, brochures, catalogs, and the redemption website, MyRibbonGift.com.

### **Are all the items shown in the brochures available for redemption at MyRibbonGift.com?**

Brochures show recipients a selection of gift items in each collection. However, to offer the most desirable gift items, collections may be updated with new and different products throughout the year. Current gift options and complete product descriptions are available at MyRibbonGift.com.

## **Gift Cards, Redemption, and MyRibbonGift.com**

### **How do I redeem a gift?**

1. Go to MyRibbonGift.com.
2. Enter the 16- or 18-digit redemption code printed on the back of the Gift Card.
3. Explore the gifts and make a selection.
4. Fill out your shipping information.
5. The gift is delivered in about two weeks – free of charge. (Delivery time exceptions are noted in individual gift descriptions.)

### **Do Ribbon™ Gift Cards expire?**

No, Ribbon™ Gift Cards never expire or lose value.

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**Are Ribbon™ Gift Cards available in retail stores?**

No, they are sold exclusively through Ribbon™ Gift Consultants who are Amway™ Independent Business Owners. Amway™ is one of the leading direct selling brands in the world since 1959.

**How do I find a Ribbon™ Gift Consultant?**

To find an Independent Business Owner in your area to support your Ribbon™ gifting needs, go to [Amway.com](http://Amway.com) > Register > Become a Customer.

**Are Ribbon™ Gift Cards “regiftable”?**

Yes, you can “regift” a Gift Card that you receive – that is, give it to someone else. However, once a Gift Card is redeemed, it is no longer valid. Only one gift redemption applies per card.

**What if I lose my Gift Card?**

Treat your Ribbon™ Gift Card like cash and keep it in a safe place. The redemption number on the back of your card is essential to redeem your gift online at [MyRibbonGift.com](http://MyRibbonGift.com). Without the number, you cannot redeem your gift. Note: Ribbon™ Gift Cards are not redeemable for cash.

**How do eGifts work?**

eGifts are the quickest and most convenient way to give a Gift Collection. The gift, along with an optional message, can be purchased online and sent right to the recipient’s email inbox within 24 hours. eGifts come with all the benefits of traditional gift cards, including free shipping and the 180-day Satisfaction Guarantee.

**Gift Collections and Products****Are items shown their actual size in the brochures?**

Jewelry and other small items may be enlarged to show detail. By the same token, larger items may appear smaller in contrast to other items. Online product descriptions at [MyRibbonGift.com](http://MyRibbonGift.com) provide approximate dimensions, when available.

**What are some brand names featured in Ribbon™ Gift Collections?**

Bose®, Bulova®, Canon®, Coach®, Cuisinart®, DeWalt®, GoPro®, KitchenAid®, Lego®, Michael Kors®, Movado®, Samsung®, Shark®, Yamaha®, and more!

**Ordering and Payment****How do I order?**

Contact your Ribbon™ Gift Consultant, visit [Amway.com](http://Amway.com) > More Products > Ribbon Store, visit [Ribbon-Gifts.com](http://Ribbon-Gifts.com), or call Customer Service at 844-RIBBON1.

**How much do Ribbon™ Gift Cards/Collections cost?**

Collections range in price from \$30 to \$1,000, plus applicable state taxes. Standard shipping is free.

**Shipping and Delivery****How and when will I receive my order?**

Gift Collections may be shipped directly to you. However, Ribbon™ Gift Consultants often take receipt of your Gift Collections and deliver them personally. Orders of 1–4 Gift Collections will arrive assembled and ready for presentation. Orders of five or more Gift Collections will arrive unassembled. For shipping methods and time frames, please refer to [Ribbon Store > Help/FAQs](#).

**When will my recipient receive their gift selection?**

Most gifts arrive in less than two weeks unless noted in the item description at [MyRibbonGift.com](http://MyRibbonGift.com).

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**What does the ⓘ symbol in the brochures mean?**

ⓘ indicates an item is subject to shipping restrictions or extended shipping time frames, or may not be available to certain offshore locations. Please view the item description at MyRibbonGift.com for details.

**Where can Ribbon™ gifts be shipped?**

Most gifts can be delivered to addresses in the USA, including Alaska, Hawaii, Guam, Puerto Rico, and the U.S. Virgin Islands. See individual gift item descriptions at MyRibbonGift.com for any shipping restrictions. (Gift Cards and redemption items are restricted in the Dominican Republic.)

**Are there any special shipping restrictions on items?**

See individual gift item descriptions for any shipping restrictions.

**Are Ribbon™ gift items wrapped?**

Gifts are carefully packaged for shipment in cardboard shippers, but are not gift-wrapped.

**How much does it cost to mail a Ribbon™ Gift Card/Collection to a recipient?**

Using the U.S. Postal Service, postage for a Ribbon™ Gift Card and brochure in the large envelope costs approximately \$1.25. To mail the Gift Card in the small envelope requires standard first-class letter postage. On January 26, 2014, this rate increased from 46¢ to 49¢.

**Returns and Exchanges****How do I exchange a gift?**

You may exchange a gift for any reason within 180 days. To do so, just call 844-RIBBON1 and we'll help you with your return.

**How do I return a Gift Card?**

A Gift Card purchaser may return an unused Gift Card within 180 days for an exchange or a refund of the price paid, plus applicable state taxes. Contact your Ribbon™ Gift Consultant or call 844-RIBBON1.

**Sustainability****What are eco-sensitive gift items?**

Many collections include gifts designed to decrease waste, use less energy, or reduce our carbon footprint in some other way. Items may be made from recycled, natural, or organic materials, manufactured using renewable energy, or simply contribute to the beauty and well-being of the earth. These special gifts are noted as **eco-sensitive** on MyRibbonGift.com and flagged in the brochures.

**How is Ribbon™ committed to sustainable environmental practices?**

In addition to offering eco-sensitive gift items, the Ribbon™ Program also features recycled print materials. To learn more about Amway's commitment to sustainable environmental practices, visit Amway.com and search environmental stewardship.

**Are Ribbon™ Gift Cards and brochures recyclable?**

Yes! We invite you to join us in preserving our planet. Please recycle your Ribbon™ materials after use.

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## **About Ribbon™**

### **Why was the name Ribbon™ chosen?**

Ribbon™ was chosen as a reflection of gift giving, rewards and recognition, and celebrations. Ribbon™ is called the “Gift of Choice” because recipients get to choose exactly what they want from a wonderful array of name-brand products.

### **How big of a business is Ribbon™?**

Ribbon™ has been in business for over 40 years with approximately 400,000 gifts redeemed annually.

### **What are the top-selling Ribbon™ Gift Cards/Collections?**

1. Variety
2. Unique
3. Treasure

### **How long has Ribbon™ been around?**

Ribbon™ was started by Amway™ in 1973 as the AMAGIFT Program. A much smaller program then, it consisted of just two Gift Collections, but grew in response to demand through the decades to become the Ribbon™ Gift & Incentive Program in 2007. Ribbon™ The Gift of Choice® now offers 17 Gift Collections, redeemable at MyRibbonGift.com.

## **Customer Service**

### **What if I have more questions?**

Contact your Ribbon™ Gift Consultant, visit MyRibbonGift.com, or go to Amway.com and search for Ribbon™. You may also contact Customer Service at 844-RIBBON1. Representatives are ready to help you Monday through Friday, 8 a.m. to midnight, and Saturday, 8:30 a.m. to 5 p.m. ET. Or email [customer.service@ribbon-gifts.com](mailto:customer.service@ribbon-gifts.com).



To offer you the most desirable choices, products may be updated

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