

## EMPLOYEE CARD SHOP HALLMARK HEADQUARTERS

### PRODUCT

The employee discount privilege is for Hallmark Retirees and immediate family members (spouse, domestic partner, and retiree's unmarried dependent children living at home). Hallmark's employee discount policy prohibits using the discount for other people; and prohibits reselling merchandise purchased at a discount, including purchases for which you are reimbursed by an organization.

The Card Shop Employees will follow all CDC recommended Safety Measure Protocols that are currently in place. These plans are made to keep the Card Shop Employees and the Retirees safe.

The Employee Card Shop is currently closed due to Covid 19. However, a few employees are working and product can be ordered and shipped to you.

### MAIL ORDER PROCESS:

1. Email your order to [Cardshopsendsales@hallmark.com](mailto:Cardshopsendsales@hallmark.com)
  - Product can be found on Hallmark.com, the Keepsake Wish List, or the special-order forms listed here: [Special Order Form](#), [Special Order Form Fall](#), [Special Order Form Halloween](#), and [Special Order Form Red Sea in KC](#).
  - Please include the product stock number and/or the product's description
2. Once the order has been received a member the Card Shop Team will contact the Customer through email.
3. The Card Shop Employee will pull the requested order (by date received) and contact the Customer for payment. At that time the Customer will be given the total amount of the purchase to **include shipping and handling fees.**
  - The preferred payment would be VISA, MC or DISCOVER (all PCI compliance guidelines will be followed)
  - **We will not accept cash at this time.**
4. The Card Shop Employee will prepare the items to be shipped and the product will be shipped the following day via Federal Express.

### Friendly reminders:

- Shipping and Handling charges will be applied to all mail orders
- A sales tax rate of 9.60% will be charged to every order.
- We don't accept the Gold Crown card or certificates
- We cannot send any product to PO Box addresses
- We cannot send the order to another location other than the employee's home
- If you wish to receive your purchase by Christmas, then the last day to order ornaments will be Dec. 4<sup>th</sup>.

We encourage you to send your order in as soon as possible since popular designs frequently sell out and aren't available to reorder from Hallmark. We appreciate your business and look forward to helping you.