

Anderson's CUSTOMER REWARDS FAQ

- **What is the Anderson's Customer Rewards Program?**
 - This is an ongoing program designed to reward you and your school for your loyalty to the Anderson's brand.
- **What do I need to do to qualify for the Anderson's Reward Program?**
 - The program applies to all customers, with account(s) in good standing. You are automatically qualified to participate in the program.
 - Terms and conditions do apply. See our *Terms and Conditions* section for further details.
- **Is there a fee to join the Anderson's Customer Rewards program?**
 - There are no fees associated with the Anderson's Customer Rewards program. This is our way of thanking you for instilling confidence in children and for your loyalty to the Anderson's brand.
- **When do I earn Anderson's Customer Rewards? When do I redeem my rewards??**
 - You begin earning rewards with every product purchase made July 1st through June 30th each school year.
 - You can redeem Anderson's Customer Rewards August 1st - July 31st each school year. The Anderson's Customer Rewards dollars you redeem during this time period are earned from your total school's purchases from the prior year.
- **How often are the rewards issued?**
 - Rewards are calculated and issued once a year on or before August 1st and are based on the prior school year total product purchase amounts.
- **How do I track my activity in the Anderson's Customer Rewards program?**
 - By creating an online account you can access your customer account online by clicking on the "my account" icon at Anderson's.com/rewards.
 - You will see your purchase history, total school spend (if applicable), your rebate percentage earned to date and available rewards.
 - We track everything for you!!
- **How are the Anderson's Customer Rewards calculated?**
 - When determining the rebate percentage we look at your entire school's purchase from the previous year: July 1st through June 30th.
 - Based on total school's purchases you will earn a percentage of those purchases back in the form of a merchandise credit. Please access your account for specific details.
- **How do I increase my rewards?**
 - Great question!! You can increase your rewards by encouraging all other teachers, educators and volunteers in your school to purchase from Anderson's. The more you spend and your school spend, the greater the rewards!
- **Can I use my rebate towards shipping charges?**
 - Anderson's Customer Rewards can only be used towards your product purchase, not including shipping.
- **Can I redeem all of my Anderson's Customer Rewards earned in one purchase?**
 - You can redeem rewards that equal up to 25% of your merchandise order pre tax.

- **Will my Anderson's Customer Rewards expire?**
 - Yes, be sure to use your rewards before June 30th each school year. At that time all unused rewards will expire.
- **Can I use promotional discounts when using my rewards?**
 - Promotional discounts cannot be used when redeeming your rewards.
- **Can I transfer my Anderson's Customer Rewards that I have earned to someone else?**
 - You can transfer Anderson's Customer Rewards to other Anderson's Customers as long as the recipient is located in the same school.
- **How do I notify Anderson's that I want to use my Anderson's Customer Rewards?**
 - To receive your rewards, you must indicate that you are using Anderson's rewards at the time of purchase. If ordering by:
 - Fax; please indicate your rewards dollars on the order form.
 - Phone; please mention the rewards you would like to redeem.
 - By Mail; please include your rewards dollars on the order form.
 - On line; you will be prompted at the time of checkout.