

## Customer Stamparatus Launch Q & A

**Q:** How do I reserve my Stamparatus?

**A:** Normally you order Stampin' Up! products through the online store; in this case, you will click the RESERVE link on the Stamparatus page which will take you to the reservation page. For step-by-step instructions, please see the **How to Reserve Your Stamparatus Tutorial for Customers**.

**Q:** What if I do not have a Stampin' Up! customer account?

**A:** To reserve a Stamparatus, you must have a customer account. To create one, click Create Account on the online store.

**Q:** Why does it take so long for the Stamparatus to ship?

**A:** We will place an order with the manufacturer based on how many reservations are made during any given reservation window. Shipping dates depend on how long it takes the order to arrive in our warehouse after the tools have been manufactured.

**Q:** Will the available-to-ship dates be the same for all markets?

**A:** Yes.

**Q:** Am I billed at the time I reserve my Stamparatus?

**A:** No. However, a credit card is required to reserve the product.

**Q:** When will I be charged for the Stamparatus?

**A:** When inventory arrives in the warehouse, we will add your reservation to a shopping cart. We will then send you an email notifying you that your Stamparatus order is ready. Once you finalise payment and close your order, the system will charge your credit card.

**Q:** Will I be able to add other products to my Stamparatus reservation?

**A:** No. However, once your reservation is transferred to your shopping cart, you will then be able to add other items to your order. *Important note: Please do not delete the Stamparatus from your order. We will not be able to add it back and you will lose your reservation.*

**Q:** Will I be able to update my address and credit card information when I open my shopping bag to complete my order?

**A:** Yes.

**Q:** What if I change my mind and want to cancel my reservation?

**A:** You can cancel your reservation at any time. To cancel, please see the How to Reserve Your Stamparatus Tutorial for Customers PDF.

**Q:** Will the tool be available in the 2018–2019 annual catalogue?

**A:** Yes. Once the annual catalogue ordering period begins, you will be able to order the Stamparatus as you would any other product. Reservations will no longer be required, and there will be no limit on the number of tools you can order.

**Q:** Once the Stamparatus has been added to my shopping cart, how long will it stay there?

**A:** Indefinitely. As with all products, it will be subject to temporary interruptions in availability depending on demand.

**Q:** When I close my order, can I take advantage of current Stampin' Up! promotions?

**A:** Yes.

**Q:** Can I participate in all three reservation periods?

**A:** Yes.

**Q:** How many stamp placement tools can I reserve per reservation window?

**A:** For customers, there is a limit of 1 per reservation window.

**Q:** How did we come up with the name Stamparatus?

**A:** We landed on an innovative name by combining two words that speak to the end use of the tool as well as Stampin' Up! branding.

**Stamp:** To impress a pattern or mark (especially an official one) on a surface, object, or document using an engraved or inked block or die or other instrument

**Apparatus:** The technical equipment or machinery needed for a particular activity or purpose

Stamp + Apparatus = Stamparatus