

FAQS FOR THE CARD PACKAGES

Q: What kind of cards can be sent in the Card Packages?

A: Heartfelt Cards, System Cards, Bulk Cards

Q: What comes in the Card Packages?

A: Inclusions vary on the amount of cards in the package. Here is a link for the [Card Package Overview](#).

Q: Do the Card Packages include being able to send bulk cards?

A: Yes! You can use your cards in your Card Package toward bulk card sending.

Q: Do the Card Packages require an expense account?

A: No, the Card Packages do not require expense to be added to the account.

Q: Do I have to be on a subscription to purchase any of the Card Packages?

A: No, you are not required to be on a subscription. You may purchase a Card Package as a standalone item.

Q: How often can I purchase another package?

A: There is no limit to the number of packages you can purchase or how often. We recommend purchasing when your card amount is running low

Q: Does my Card Package automatically renew?

A: No, you will not be charged once the Card Package duration ends. If you want another Card Package, you will need to purchase another one.

Q: If I have multiple card tokens/credits in my account, which will be used first?

A: The system will use the tokens with the closest expiration date.

Example: I am on a \$147 subscription and a 500 Card Package. Which System Cards will be deducted from my account first?

The system will use the tokens with the closest expiration date.

FAQS FOR THE \$37 & \$97 SUBSCRIPTION CHANGES

Q. If I am a current subscriber to the \$37 or \$97 plan, when will the changes take effect for me?

A: The changes will take effect on your next subscription run.

Q. If I currently have System Cards left from my \$97 subscription, will I lose those?

A: No, you will retain your System Cards to be used until their expiration date (when your subscription is set to run again).

Q: Why did we remove the 30 System Cards from the \$97 subscription?

A: Many consumers and companies are experiencing price increases due to supply chain shortages and rising costs. We are experiencing these same rising costs in our business with postage, paper and ink. We had a choice to raise our pricing or restructure our package. To maintain the \$97 price that we originally introduced in 2018, we have decided to not raise prices and restructure our \$97 unlimited by removing the 30 system cards. For our consumers, needing system sends along with their Unlimited Heartfelt Card Package, we have our \$147 and \$247 subscriptions that offer system sends included with Unlimited Heartfelt Cards or our new Card Packages (from 100 to 2,000 cards) that can be used over a 6 or 12-month period.

Q: Why is there a change on the \$37 from 30 any cards to only 20 Heartfelt cards?

A: Many consumers and companies are experiencing price increases due to supply chain shortages and rising costs. We are experiencing these same rising costs in our business with postage, paper and ink. We had a choice to raise our pricing or restructure our package. To maintain the \$37 price that we originally introduced in 2019, we have decided to not raise our price and instead, restructure our \$37 plan by changing it from 30 of any type of cards to 20 Heartfelt Promptings cards with postage included. For our consumers needing system sends, we have our new Card Packages (from 100 to 2,000 cards) that can be used over a 6 or 12-month period. The card packages can be added to a subscription or bought individually.

Q: I have the \$37 subscription. Where are my free stamps?

A: The update to your subscription will take effect on your next monthly renewal.

Q: I am on the \$97 Unlimited and I purchased a 500 Card Package with different gifting rates. Which rates would apply?

A: Gifting rates for all sends would be the greater discount of the two rates. The rate would apply during the Card Package duration, 6 months or one year depending on the package.

Q: I am on the \$37 subscription and I purchased a 1000 Card Package with different gifting rates. Which rates would apply?

A: Gifting rates for all sends would be the greater discount of the two rates.

Q: I am on the \$37 subscription and I purchased a 1000 Card Package with different card rates. Which rates would apply?

A: Card rates for all sends would be the greater discount of the two rates.

Q: What happened to tiered pricing?

A: The \$17 subscription and Pay As You Go no longer contain tiered pricing. These cards and now all at one price.