

AVGEN INCENTIVES GROUP

FREQUENTLY ASKED QUESTIONS

What is the discount that organizations receive?

Each vendor offers a different discount but on average it is about 4%.

When do we get our fundraising money?

As soon as you collect from your supporters. You only send Avgen the discounted amount so that you are never without your profit.

Are we able to pay by credit card?

Payment by credit card is not practical. The main problem is that credit card companies charge merchant fees which amount to roughly 2%. We cannot absorb these fees and would have to pass them on to you. This would drastically reduce your fundraising profit to about half.

What are the shipping charges?

We primarily use Purolator overnight services. Shipments are insured by Avgen and are guaranteed to arrive at your specified address. All orders that have a NET value (after discounts) over \$5000, are sent free of shipping charges. For orders with a NET value less than \$5000, the total charges are as follows:

- \$10.00 to Southern Ontario, Central Ontario and Southern Quebec.
- \$15.00 to all other Canadian destinations.

At our discretion, orders with a NET value under \$1500 may be shipped by Express Post which is a 2 or 3 day service.

You may be interested to know that Purolator's retail rate to ship a 1 kg, \$3000 package is more than \$175.

When will I receive my order?

Typically orders will be received within 2 business days after your payment has been done. We usually ship orders within 24 hours after we receive payment. Our delivery service is usually next business day service to all parts of Canada.

What are the shipping charges on combined orders?

Our standard shipping charge will apply to the entire shipment.

Can I pick up my order?

Yes you may pick up at a prearranged time. No shipping charges will apply. To eliminate the shipping fee, click on the "Pick Up" box located at the bottom right corner of the order form.

Who can participate in Avgen's Gift Card Program?

Practically any organization can take part. Many of our clients are organizations in need of fundraising, such as childcare centers, churches, schools, synagogues, social service agencies, sports groups, music groups, etc. Note that we do not sell to individuals.

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Where can we use the gift cards?

The gift cards that we sell are accepted at all the retailer locations across Canada. Some can be used for online shopping and some can be used in the USA. Please refer to the Gift Card and Certificates Policies document. These policies are sometimes listed on the gift cards themselves or you can refer to the retailer's web site or you may need to contact them.

Do Gift Cards Expire?

Gift Cards do not expire. However admission tickets do expire. For more details review our Card and Certificate Policies document.

Is the denomination printed on each card?

Many cards have the denomination marked on them. Some of the cards do not. Most have a toll free number on the back where the value can be confirmed. Our standard rule is that if there is no marking on it then it is \$25 card. The exceptions to this rule are when the only card we stock, is less than \$25. I.e. Wendy's \$10.

Is there a minimum order amount?

No, there is no minimum order size nor is there any minimum frequency of ordering.

Is a signature required to receive Avgen's shipment?

Unless you have made prior arrangements with the courier, they will require a signature before leaving our package. If no one is available to sign, then our courier should leave a slip providing details of how to contact them. Please be aware that if you have made arrangements with our courier to leave packages without a signature, then Avgen's responsibility ends when our courier reports that they have delivered the package.

How can I avoid staying home all day waiting for a package to arrive?

You can have your package held for pick up at the Purolator Depot of your choice. Packages usually arrive at the depot very early in the morning which can be an additional benefit. Purolator should call you when the package arrives. You can then go to the depot to pick it up. I.D. will be required. Please note that Avgen's responsibility ends when it is reported that the package arrived at the depot.

Can gift cards be used to pay store charge account balances?

Some retailers allow you to pay charge account balances with gift cards, but most do not. Please verify with the retailer in advance.

What does the word scrip mean?

Scrip means provisional certificate or substitute money.

What is meant by declining balance?

Declining balance means that you don't have to spend the whole amount of the gift card at once. In the case of plastic cards the retailer simply reduces the amount that is remaining on your card.

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What is meant by in store rewards?

In store rewards are additional bonuses or promotions that you earn when using your gift certificate. Examples are Canadian Tire money, Pioneer bonus bucks, etc.

How does Avgen handle backorders?

In the event that we are out of stock on a particular item we will contact you and advise of the available options. Typically, we will ship your backordered cards with your next order. All your backorders will be shipped within two weeks even if you haven't placed your next order.

How do we become an Avgen customer?

Simply fill out the Group Registration Form and e-mail or fax it back to us. We will process the form and provide you with a customer account code. You may begin ordering immediately after receiving your account code.

Why can't I open the attached Order Form?

We send out our order form in two formats. One is in Excel format (xls). This is the easiest to use because all you need do is enter some company information and the quantities you require. Your total is instantly calculated. When complete you simply e-mail it back to us. However, if you don't have Microsoft Excel or equivalent then you cannot open this attachment. If you would like to obtain an Excel compatible program free of charge, then read "can't open Excel Order Form". The second order form is in PDF format. This format requires Adobe Acrobat Reader which is also free. To use this order form, you must print it, fill it in manually and fax it back to us.

Are we able to order denominations other than those on the order forms?

In most cases you are able to order other denominations however the time required for us to fill these orders will vary considerably from one retailer to the next. Most retailers charge us shipping fees or require us to purchase a minimum amount at one time and so in these cases we cannot order small quantities. In these cases we would add special denomination orders to our stocking orders and thereby meet the requirements. If this is the case then you must wait for us to place a stocking order. The wait time will vary from one retailer to the next and so check with us first. Once confirmed you may add your special request at the bottom of the order form. Some retailers allow clients to purchase desired denominations at the retail outlet using our standard denominations as payment.

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What is your Return Policy?

Our policy is to accept items for return that are listed on our order form, within 30 days of purchase. We will only provide a credit. Once you have been notified that a credit has been issued, you may then use this credit against future purchases. Our policy is to discourage refunds as these require additional and unwanted paper work. Items not listed in our order form (special order items) or items purchased more than 30 days prior are not included in this policy. In most cases these items will also be accepted for return but will be subject to a restocking fee which will be determined on a case by case basis. To return items please obtain prior authorization at customerservice@avgen.ca You should send your approved items to the address listed at the bottom of this page. Note that you are responsible for all shipping costs and risk of in transit loss.

How do the Excel Order forms calculate the profit?

The total profit shown at the bottom of the Group Excel Order Form takes into account the shipping cost and so the profit is reduced by this amount. The profit listed for each family in each column also takes the shipping cost into account and distributes the profit proportionally to each column. The higher the dollar value in each column the more profit is allocated to that column or family. The Family Excel Order Form does not have the shipping information available and so shows the approximate profit. Unless the shipping cost is zero, the Group Order Form and the Family Order Form will show different profit amounts. Note that the Group Order Form provides the correct calculation.

How does the order form calculate discount?

The order form rounds the price for each gift card to the nearest penny before multiplying by the quantity. For example if you were to order a quantity of seven, \$25 gift cards with a 2.5% discount, the order form will calculate \$170.66.

What happens if a card is defective?

If you find an issue with a gift card then please send us: the retailer, denomination and serial number, as well as a description of the problem. We will contact the retailer to investigate. Once we hear from them, we will advise you of the options of rectifying the problem.