



Discount Shopping Service - **FAQ**

Q. How can Discount Shopping Service save me money?

A. It's easy. When you become a member of Discount Shopping Service, you gain access to a vast computerized shopping network. This network connects you directly to the nation's top name brand distributors. It's as close to shopping at the wholesale level as most people ever get!

Q. How many different products are available? Are they from name brand manufacturers?

A. Our database contains thousands of products from brand-name manufacturers, such as Bose, Canon, Panasonic and Whirlpool. Everything from appliances to watches (and everything in between) is available.

Q. I want to use the shopping service, but I don't have the model number or the brand I want to purchase. What should I do?

A. The shopping service can be used for price and product information or to make a purchase. If you do not know the model number or have not decided what brand name of the item you want, a shopping consultant can assist you by searching the database for a product that fits your needs. Or you can visit our website and browse all products available.

Q. What will happen if I call Discount Shopping Service or try to log on to the website but I do not have my Shoppers ID Number?

A. If you don't know your Shoppers ID number, you will be asked to call your financial institution to request another New Account Kit that contains a membership card with your Shoppers ID number.

Q. How will I know whether the merchandise I want is in stock?

A. When you place your order, the customer order representative will advise you on the availability of the item and the approximate delivery date. If you are online, it will also confirm if the item is in stock or not.

Q. I placed an order. When will I receive a confirmation letter?

A. Your confirmation letter will arrive 1-2 weeks after the order was placed. It contains the following information: Your name, shipping address, how the item is being paid for, merchandise ordered, approximate shipping date, name of manufacturer. Discount Shopping Service policy and procedures are also covered.

Q. I placed an order online, how soon will I receive a confirmation email?

A. You will receive a confirmation email within 24 hours of placing your order. It contains the following information: Your name, shipping address, how the item is being paid for, merchandise ordered, approximate shipping date, name of manufacturer. Discount Shopping Service policy and procedures are also covered.

Q. I placed an order using my bank credit card or debit card. When will my card be charged?

A. Your bank credit card or debit card is charged when your order ships.

Q. Will my card still be charged at the end of the day my order is placed if my merchandise is on placed on back-order.

A. No. Your credit or debit card will be billed once your order ships.

Q. Once I place an order, how long will it take to receive it?

A. Generally, small items take 1-2 weeks to be shipped. Larger items usually take 2-5 weeks. Merchandise 70 pounds or less is shipped UPS. Larger items are sent by common carrier.

Q. If my merchandise has been discontinued, what will happen?

A. Discount Shopping Service's Customer Service Department will call you and suggest a substitution.

Q. If the merchandise I ordered is on back order, when will I receive it?

A. The customer order representative will give you an estimated delivery date as will your confirmation notice. If that date changes, a notification will be sent or you will be called. Customer Satisfaction can be reached at 1-800-562-8888; 7AM to 11PM, Central Time, 7 days a week

Q. How does the "Lowest Price Guarantee" work?

A. If you find the exact same item for a better price within 60 days of purchase, you can send written evidence (i.e., ad, flyer, tear-out from a catalog, etc.) to the Customer Service Department and the difference will be refunded. Note that the merchandise must be identical make and model number and/or the same configuration of accessories, cases, etc.

Q. How is the price difference calculated in the "Lowest Price Guarantee" offer?

A. The following is considered:

1. Cost plus tax, if local and no shipping required.
2. Cost plus tax plus shipping, if shipping involved.
3. Cost plus shipping, if tax not applicable.
4. U.S. warrantee must be in effect.
5. Item must be in stock.

Q. Can I substitute another item for a back ordered item?

A. Yes. Your credit card will be charged or credited for the price difference between the items.



Discount Shopping Service - **FAQ**

Q. The merchandise I ordered was defective. What should I do?

- A. You should call the Discount Shopping Service Customer Satisfaction Department and they will advise you on how to return it. Do not return the merchandise to the manufacturer.

Q. I have decided to cancel my back ordered merchandise. What should I do?

- A. Call Discount Shopping Service's Customer Satisfaction Department at 1-800-562-8888, give your order number, and tell them what merchandise you want canceled. If the transaction was made on a credit card, the card will be credited for the amount charged.

You should always follow-up a phone cancellation with written verification of your request and keep a copy for your files. It generally takes one billing period for a credit to appear on your credit card statement.

Written verification should be sent to: Discount Shopping Service, Customer Service Department, 40 Oakview Drive, Trumbull, CT 06611.

Q. Where do I find my local service agent?

- A. Packed with most products is a list of authorized service agents for your state. You can also find a list of service agents for the name brand products you bought in the "Yellow Pages."

Q. I can't find a local service agent. What should I do?

- A. If you are unable to find a local service agent, Discount Shopping Service will do it for you. Simply call the Discount Shopping Service Customer Service Department and explain the problem.

Q. I ordered merchandise that I don't want now. What should I do?

- A. You have 30 days to return merchandise (except special orders or personal merchandise) if you change your mind. After you receive the merchandise, call the Customer Satisfaction number, 1-800-562-8888, and ask for instructions on how to return your order. Upon receipt of the merchandise, Discount Shopping Service will credit your credit card. You will be responsible for the cost of the return shipping.

Q. Can I have an order sent to Canada?

- A. No. Orders can be delivered only in the Continental U.S. UPS (up to 70 pounds) delivers to Alaska, Hawaii, and Puerto Rico. (A usage tax applies to items delivered to Puerto Rico.)

Q. How much is the average order placed with Discount Shopping Service?

- A. The amount of the average order is \$120.

Q. I would like to receive a catalog, is one available?

- A. No. Catalogs are not available.

Q. I ordered merchandise but when it arrived, I refused delivery. Do I have to pay the freight cost?

- A. You should contact the Customer Satisfaction Department at 1-800-562-8888 before refusing any delivery in order to avoid any possible freight charges. Otherwise, you will be responsible for the freight cost.

Q. Why do I have to pay state sales tax?

- A. If the vendor/distributor is in your state, the law says you must pay state sales tax. Various vendors are used all over the country and members are charged state sales tax, when applicable.

Q. Why would the same television shipped to New Orleans be a higher price than one sent to Houston?

- A. There are two possible reasons for the difference:
1. A difference in the distance the television must be shipped, or
2. A different vendor may be used to ship the television to New Orleans.

Q. What if my merchandise is damaged?

- A. If merchandise arrives damaged, accept the merchandise, sign for the shipment as damaged, and call Discount Shopping Service for assistance. To facilitate the claims process, retain all original packing and cartons in which the damaged goods arrived.

Q. Can Discount Shopping Service use any international vendors? If so, are duty charges added into the cost quoted?

- A. No. Discount Shopping Service does not use any international vendors, so duty charges are not added into the cost quotes.

Q. I saw a website for Shoppers on the Internet and it asked me for an ID number. How do I get that?

- A. The website is for the retail Shoppers Advantage membership and has an annual membership fee. The shopping service offered through your financial institution's program is accessed through the following toll-free number, 1-800-243-1858 or at www.yourdiscountshoppingservice.com. When you call, a shopping consultant will ask for your Shoppers ID number which is found on your program membership card.