

# Frequently Asked Questions

## Gift Boxes

**What are the types of gift boxes offered?** Marilyn's Gift offers two types of gift boxes: quarterly gift boxes and special occasion boxes.

**Quarterly gift boxes** are sent out at the end of March, June, September and December. We guarantee the December box will arrive in time for the holidays. Quarterly boxes can be purchased as a subscription or as a one-time gift purchase. Subscription purchases receive a discount of 10% on each box. We also offer subscribers the ability to change who receives their gift box with each new quarter.

**Special occasion boxes** are one-time purchase boxes sold to make it easy to honor a birthday or recognize a special calendar date. Special occasion boxes are sent within days of receipt of payment. Our Happy Birthday Box is available throughout the year. Other special occasion boxes, such as a Valentine's Day Box, become available based upon the calendar.

**What is Marilyn's Gift policy on returns or exchanges?** All Marilyn's Gift boxes are final sale and cannot be returned or exchanged.

## Subscription Terms

**How am I billed for a subscription?** You are billed immediately upon ordering your first gift box. Thereafter you will automatically be charged for the next gift box on the 10<sup>th</sup> of March, June, September and December. We will send you an email before you are charged to remind you of the upcoming bill.

Initially you may see another schedule when you first purchase a Marilyn's Gift Box, however it will be updated to reflect our billing and shipping schedule.

**How do I update my Billing or Shipping information?** To update **Billing**, log in to your account at [www.marilyns.gift](http://www.marilyns.gift) and go to "Manage Subscriptions" then "Billing Information." There you can update your credit card on file and your billing address. To update **Shipping**, log into your account at [www.marilyns.gift](http://www.marilyns.gift) and go to "Manage Subscriptions" then "Subscriptions." Click on "Edit" under the "Action" column. There you can update your shipping information.

**As a subscriber can I skip the next subscription Marilyn's Gift box?** Marilyn's Gift does not allow for a gift box subscription to be skipped.

**What is Marilyn's Gift subscription cancellation policy?** Your subscription automatically renews each quarter unless you decide to cancel before the end of the month preceding the next gift box delivery month, i.e., last day of the month of February, May, August, or November.

To cancel your subscription, please log in to your Marilyn's Gift account. There are no cancellation fees. You will not receive a refund for any paid gift boxes, nor will it stop a pending charge for one. If the gift box is already paid, your cancellation will go into effect for the following billing cycle.

## Shipping

Marilyn's Gift boxes will only ship after a successful billing has been completed.

**Can I track the Marilyn's Gift box I am sending once it is shipped?** You will receive an emailed link with the tracking number once the gift box has shipped.

**How long does it take for the Marilyn's Gift box to arrive once shipped?** For the Contiguous United States: 7-10 business days after leaving our Washington state office. Boxes shipped to Hawaii or Alaska will take longer, generally 2-3 weeks.

**How much does shipping cost?** Shipping is free within the contiguous US. Hawaii and Alaska destinations do not receive free shipping.

**What do I do if Marilyn's Gift box is damaged or is missing items?** Please report missing, damaged, lost, or defective item(s) within one (1) week of your delivery date. Please contact us at [info@marilyns.gift](mailto:info@marilyns.gift) so we can help fix the issue.

## Other Questions

**Does Marilyn's Gift partner with other companies?** If you'd like to work with Marilyn's Gift, email us at [info@marilyns.gift](mailto:info@marilyns.gift) with the name of the product or brand and contact information.

**Can't Find the Answer to Your Questions Here?** Then email us at [info@marilyns.gift](mailto:info@marilyns.gift) with your question.