

## Family FAQs: New ship to home option coming this fall

### **When will the ship to home app feature be available?**

The end of October. Stay tuned for updates.

### **Is it only available in the app?**

At this time, yes, the option will only be available in our mobile app, [RaiseRight™](#).

### **Is the earning % different if I ship gift cards to home?**

No. Earnings remain the same regardless of shipping method.

### **Are all brands eligible?**

Not at this time. Currently, more than 100 of the most popular brands are eligible. We'll continue working with our brand partners to keep adding more to the list.

### **How do I know which brands are eligible in the app?**

There are two ways. When searching a category, you can filter by product type and choose "Ship to Home Eligible." Or, when viewing a brand's gift card page, look for "Ship to Home Eligible."

### **Is there a fee? How much does it cost?**

There is a small shipping and handling fee on every order you ship to home. It will vary depending on the number of gift cards you order and the shipping method you select. You'll see the total amount at checkout.

### **How many gift cards can I add to an order?**

Up to 16 gift cards. If you need more, you can place additional orders.

### **Can I include eGift cards and gift cards that are eligible for ship to home in the same order?**

Yes. Your order can include a mix of different product types and delivery types. You will receive separate notifications when your eGift cards are ready and when your gift cards have shipped.

### **What if my order includes a mix of gift cards that are eligible for ship to home and some that ship to my organization?**

Your order will be automatically divided into two and shipped to the corresponding location. You will see this on your order confirmation. Gift cards that are shipped to your organization will be distributed according to your coordinator's schedule. You only pay one transaction fee.

### **How are orders shipped? How long does it take?**

Standard delivery is through First Class Mail, standard USPS delivery times apply starting when your order leaves our fulfillment center. Orders are fulfilled Monday – Friday. For a small fee, you can choose to upgrade to UPS for faster delivery. If you order more than \$500 in gift cards, you'll be required to upgrade and sign at delivery.

### **What should I do if my gift cards don't arrive?**

Please contact our [Customer Support](#) team and they'd be happy to help. If you ship your gift cards using USPS, delivery times are not guaranteed and can vary depending on time of year.