

## **Frequently Asked Questions**

### **How does my purchase help Children's Medical Center?**

All proceeds from the sale of holiday cards directly benefit patients at Children's Medical Center through the critical programs supported by the Women's Auxiliary to Children's Medical Center.

### **Can I browse the Web site without logging in?**

Yes! Please enjoy viewing the many wonderful cards created by patients of Children's Medical Center. No login required.

### **Is there a minimum card order?**

For holiday cards, there is a minimum order of 25 cards of the same design and same personalization.

### **What is the pricing for the cards?**

There is a \$25 flat fee set up charge for each unique order.

Holiday cards are priced by order quantity below:

<b>Number of cards</b>	<b>Price per card</b>
25-100	\$1.95
101-200	\$1.90
201-300	\$1.85
301-400	\$1.80
401+	\$1.75

### **What is the pricing for the envelopes?**

Blank white envelopes are included with each card order. Envelopes may be personalized for a fee of \$25 per 100 envelopes. Personalization may include name and address on the back flap of the envelope, as well as font style and color choices.

### **What printing process is used?**

All cards are printed especially for your personal order using a high-quality digital process.

### **What type of paper is used?**

All greeting cards are 5" x 7" and are printed on 100 lb Cougar White Smooth Finish Cover Paper. Made with 10% post-consumer content, the paper brightness offers striking contrast and outstanding color fidelity. Each card order includes a set of high quality white envelopes chosen to compliment the sophistication of the paper stock.

### **How do I order my cards?**

Call one of the holiday card co-chairs, Cari or Shay, at 214-750-0422 or 214-755-3511 or print the order form and fax it to 214-456-7704. The co-chair will ask you to tell them the card design you have selected along with any personalization options you choose to include. A proof will be created and emailed to you for approval. Once approved, the card will be sent to the printer for production.

### **Can I use different inks and timesteps in my card?**

Yes! You may use one of seven different timesteps to personalize your salutation.

### **How do I put a logo on my card?**

Email your company's logo to photos@crossmyheart.com. Images should be high resolution –at least 1200 pixels wide in a JPG format.

**Can I preview my card?**

Yes! Our customer service team will customize your card to your specifications and will then send it to you for your review.

**How are my items shipped?**

Items will be shipped within five business days of order confirmation via the method you choose during the checkout process. Three shipping methods are available: UPS Ground, 2-Day Air, and Next Day Air. Your shipping costs are calculated on the shipping weight of your order.

**How do I know you have my order?**

We will email you a proof of your card to approve.

**How can I pay for my order?**

We accept Visa and MasterCard.

**Do I have to pay sales tax?**

Texas State Law requires The Women's Auxiliary to Children's Medical Center to collect sales tax on all taxable items on orders being shipped to addresses within Texas. Non-taxable items include cash gifts to Children's. Orders shipped to all other states in the United States are exempt from sales tax.

**What do I do if my order doesn't arrive on time?**

If your order does not arrive as detailed in the email sent to you with a UPS tracking number, please call the holiday card co-chairs, Cari and Shay at 214-750-0422 or 214-755-3511, for further assistance. You will be asked to provide the Order #, UPS tracking #, and your email address used at the time the order was placed.

**I need help navigating the Website and/or have additional questions...who do I call?**

Please contact the holiday card co-chairs, Cari and Shay, at 214-750-0422 or 214-755-3511, for technical assistance. If you leave a message after 4pm CST, your message will be returned the following business day.

**What if I want to cancel my order once it has been placed and I have received a confirmation number?**

We are unable to change or cancel an online order. Please call the holiday card chairs, Cari and Shay, at 214-750-0422 or 214-755-3511, for further assistance.

**What do I do if my order arrives damaged?**

If you have received your order and it is damaged or defective in any way, please let us know and we will replace it immediately. Please call the holiday card chairs, Cari and Shay, at 214-750-0422 or 214-755-3511, for assistance.

**Additional Questions Not Related to Holiday Cards?**

Please contact us at:

[The Women's Auxiliary to Children's Medical Center](#)

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