

PENWORTHY REWARDS FAQs

800-443-8439 (P) | 414-287-4602 (F) | www.penworthy.com



How it works:

1. Effective 1/1/18, Earn 1 Reward Point for every dollar spent on Penworthy products. Maximum number of accumulated points is 50,000.
2. View your points on the MY ACCOUNT page of penworthy.com.
3. When you are ready to redeem your points, use this Rewards Catalog to choose your item(s).
4. Fill out the form below and send your request to your Penworthy representative via phone, email or fax.

Q1: How do I know how many Rewards Points I have?

A1: Your points show on the ACCOUNT DETAILS page of Penworthy.com including: Points Earned, Points Redeemed, Points Available, and Points Expiration Date:

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|--|--|--|--|
| MY ACCOUNT HOME | <h2>ACCOUNT DETAILS</h2> | | |
| ACCOUNT DETAILS | ABOUT YOU LAQUEN KOESTER laquen.koester11@gmail.com P: (444) 444-4444 School/Library/Other Name : School | BILLING ADDRESS 12345 E MAIN STREET MILWAUKEE WI 53202 | SHIPPING ADDRESS PO Box 001 Mailing Anywhere AR 72086 2804 |
| ORDERS | <h3>REWARDS PROGRAM</h3> <p><i>Penworthy rewards you for every dollar you spend. Redeem your points for the items you choose! Visit our RESOURCES page for more details.</i></p> | | |
| CONTACT US | Points Earned: 6,000 | Points Redeemed: 2,000 | Points Available: 4,000 |
| CATALOGING AND PROCESSING SPECIFICATIONS | | Points Expiration Date: 01/15/2020 | |

Q2: When did I start earning Rewards Points?

A2: The Penworthy Rewards Program was effective January 1st, 2018. All invoices transacted beginning January 1, 2018 change your Rewards Points.

Q3: When are my Rewards Points added to my account?

A3: Rewards Points are calculated nightly based on invoices. As soon as your books ship, your invoice is generated and points will be adjusted overnight, reflecting on penworthy.com the next day.

Q4: Do my subscription orders accumulate Rewards Points?

A4: Yes, every invoice for items you purchase from Penworthy affects your rewards points.

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Q5: Do I have to use all of my points at once or can I save some?

A5: You choose when and how to redeem your points. You can use some and save some for later or use them all at once - it's up to you! Maximum number of accumulated points is 50,000.

Q6: Do my Rewards Points ever expire?

A6: Rewards Points expire after 18 months without a purchase from Penworthy. After 18 months of inactivity Rewards Points automatically expire and are reset to zero.

Q7: How soon will I get my items?

A7: Typically you receive your reward items within two weeks of redeeming your points through your representative.

Q8: I don't have enough Rewards Points to buy the item I want. Can I purchase points?

A8: No, Penworthy rewards points are not available for purchase. They reward our customers for their loyalty and are only available as reward points.

Q9: Can I purchase items in Penworthy's Rewards Catalog with regular funds rather than Rewards Points?

A9: Please talk to your Penworthy sales representative. The rewards catalog items are not available for sale on our website, but we may be able to help you out.

Q10: My Rewards Points don't seem right. What should I do?

A10: Contact your Penworthy sales or customer service representative. They will work with our rewards team to resolve the issue.