



club silhouette



Have you heard? Silhouette now has a membership program called Club Silhouette. Club Silhouette is your ticket to exclusive digital content and other great Silhouette discounts!

Here are some frequently asked questions to help you decide if Club Silhouette is right for you:

Q: What do I get as a member of Club Silhouette?

- A:
- ▶ Free shipping on all orders over \$50.00
 - ▶ 10 exclusive digital designs each month. You'll receive these designs on the 15th of every month that you are part of the club.
 - ▶ Free blade and mat delivered right to your door (3 times a year)
 - ▶ 10% off most items* at silhouetteamerica.com

*Excludes cutting machines, downloads, download cards, subscriptions, and gift cards.

Q: How much does it cost to join Club Silhouette?

A: There are two price points to join Club Silhouette. If you pay month by month, it is \$9.99. Annual memberships are \$99.99.

Q: Which mats and blades can I choose from for my three shipments?

A: MAT OPTIONS

- ▶ Silhouette CAMEO® 12-inch cutting mat
- ▶ CAMEO light hold cutting mat
- ▶ Silhouette Portrait® cutting mat
- ▶ Portrait light hold cutting mat

BLADE OPTIONS

- ▶ Silhouette blade
- ▶ Silhouette fabric blade

Q: When will my mats and blades arrive?

A: Go to the Manage Settings page on your My Account homepage at silhouetteamerica.com and scroll down to the My Shipments section to see your shipping dates.

Q: Who can join Club Silhouette?

A: Because Silhouette America currently only ships to the United States and Canada, our Club memberships are limited to those countries, for now.

Q: How do I make my payments for Club Silhouette?

A: Silhouette America will charge your card once a year (if you have an annual membership) or once a month (if you pay month by month).

Q: When will Club Silhouette charge my credit card?

A: The Club Silhouette free trial lasts 30 days from the time that you submit your credit card information and sign up. Club Silhouette will charge you when those 30 days are up.

Q: How do I sign up for Club Silhouette?

A: Visit <https://www.silhouetteamerica.com/club-silhouette> and sign up for your free trial today!

Q: Can I cancel my free 30-day trial?

A: Yes, just make sure to cancel your trial by going to the My Account page at silhouetteamerica.com and clicking on Manage Settings.

Q: When will Club Silhouette charge my credit card?

A: The Club Silhouette free trial lasts 30 days from the time that you submit your credit card information and sign up. Club Silhouette will charge you when those 30 days are up.

Q: When do I get me exclusive monthly digital designs?

A: On the 15th of every month, you'll get an email notification with instructions on how to unlock your exclusive Club Silhouette designs!

Q: What kinds of designs will I get each month?

A: Each month will feature a different design theme. They will be mostly regular cut but also some sketch designs.

- ▶ October: Halloween
- ▶ November: Autumn/Thanksgiving
- ▶ December: Christmas/Winter
- ▶ January: Flourishes
- ▶ February: Printable Patterns
- ▶ March: Cards
- ▶ April: Spring
- ▶ May: Graduation
- ▶ June: Summer
- ▶ July: Travel and Seasons
- ▶ August: Back to School
- ▶ September: Birthdays

Q: What are Club Silhouette points?

A: Club Silhouette points are earnings that you receive for every \$10.00 you purchase. You must be a Club member to earn points.

Q: How does the point system work?

A: For every \$10.00 you spend, you will earn 1 point. Each point will take \$1.00 off your next purchase. You can use your points at any time. You do not receive half points, and points are rounded down to the tenth value for each purchase.

You must be an active Club member at the time that you both earn and redeem points. You can, however, earn and redeem points during your 30-day free trial.

Q: What can I purchase with my points?

A: You can use your points for any item at silhouetteamerica.com. This does not include our Silhouette Design Store or Club Silhouette membership fees.

Q: How do I redeem my points?

- A:
- ▶ Sign in to your silhouetteamerica.com account.
 - ▶ Go to My Account.
 - ▶ Under Club Silhouette → Club Silhouette Points, click on **Redeem as Gift Card Code**.
 - ▶ A code will generate on the screen that can be used on a future purchase. This code will also be sent to your email.