



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

**Q: What is Club Silhouette?**

A: Club Silhouette is a loyalty membership program for purchasing products directly from SilhouetteAmerica.com

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

A: You'll get the following perks with a Club Silhouette membership:

- ▶ Free shipping on all orders over \$50.00
  - ▶ 10 exclusive digital designs each month (on the 15<sup>th</sup> of every month while 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: The Club Silhouette membership is \$9.99 per month or \$99.99 for an annual membership.

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

A: Club Silhouette offers the following options:

**Mat Options**

- ▶ Cameo Cutting Mat - Standard Tack
- ▶ Cameo Cutting Mat - Light Tack
- ▶ Portrait Cutting Mat - Standard Tack
- ▶ Portrait Cutting Mat - Light Tack
- ▶ Curio Cutting Mat - 8.5 inches by 6 inches
- ▶ Curio Cutting Mat - 8.5 inches by 12 inches

**Blade Options**

- ▶ AutoBlade (AutoBlade for Cameo 3/Portrait 2 or AutoBlade for Cameo 4)
- ▶ Ratchet Blade (for all other machine models)

Note: Supplies for the Silhouette Mint™ are available as options instead of mats or blades. When you sign up for a membership, you'll be able to choose whichever option you prefer.

**Q: When will my mat and blade selections be sent to me?**

A: You can find information on expected delivery by going to the My Account section at SilhouetteAmerica.com. You can also go to the Manage Settings section and scroll down to the My Shipments section.

**Q: Who can join Club Silhouette?**

A: Club Silhouette is open to individuals in the United States and Canada. Unfortunately, we are unable to ship to other locations at this time.

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

A: Silhouette America will charge the primary credit card on your account either monthly or yearly, depending on your membership selection.

**Q: When will Club Silhouette charge my credit card?**

A: Club Silhouette offers a free trial period that lasts 30 days. You will be charge at the conclusion of this trial period.

**Q: How do I sign up for Club Silhouette?**

A: You can visit [www.SilhouetteAmerica.com/club-silhouette](http://www.SilhouetteAmerica.com/club-silhouette) to sign up now!

**Q: How can I cancel my free 30-day trial?**

A: You can go to the My Account section at [SilhouetteAmerica.com](http://SilhouetteAmerica.com). You can then go to the Manage Settings section.

**Q: How will I receive my exclusive digital designs every month?**

A: You will receive an email notification with instructions on how to unlock your exclusive designs on the 15<sup>th</sup> of each month.

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

A: Each month will feature a different design theme as follows:

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

**Q: What are Club Silhouette points?**

A: Club Silhouette points are earning that you receive for making purchases at [SilhouetteAmerica.com](http://SilhouetteAmerica.com). You can redeem these points through any additional purchases. You must be a Club Silhouette member to earn and redeem points.

**Q: How does the point system work?**

A: For every \$10.00 you spend at [SilhouetteAmerica.com](http://SilhouetteAmerica.com), you will earn 1 point. Each point can be redeemed at a value of \$1.00 per point on subsequent purchases. You can use your points at any time, even during sales and promotions! Please note that you do not receive half points. Points are rounded down to the tenth value for each purchase.

You must be an active Club Silhouette 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 Club Silhouette points for any item at [SilhouetteAmerica.com](http://SilhouetteAmerica.com). Club Silhouette points are not valid toward purchases made at [www.SilhouetteDesignStore.com](http://www.SilhouetteDesignStore.com) and cannot be redeemed toward any Club Silhouette membership fees.

**Q: How do I redeem my points?**

A: Sign in to your [SilhouetteAmerica.com](http://SilhouetteAmerica.com) account and go to the My Account section. You'll find an option to redeem your Club Silhouette points under the Club Silhouette option.

When redeeming Club Silhouette points, you will be provided a unique code that can be used toward future purchases. This code will also be sent to you through email.