

Q & A

Q: Will the Tuxedo Black Memento Pad (item #132708) and the Tuxedo Black Memento Pad Refill (item #133456) still be available for purchase?

A: Yes. These items will also be featured in this year's 2015–2016 annual catalog.

Q: What are the quality problems with this product?

A: When the tip is welded to the barrel, the welding process can leave microscopic (invisible) holes in the marker tip. This leads to accelerated evaporation of the alcohol in the ink.

Q: Are all Blendabilities markers defective?

A: No. Most Blendabilities markers work as intended. We ask that you use your best judgment to determine whether your product is in good condition or if you need a refund.

Q: Why did it take so long for Stampin' Up! to discover this problem?

A: Over the months we've noticed quality issues with this product, but they were within normal tolerance. We've also received some great feedback and know that many of you have thoroughly enjoyed working with Blendabilities. However, when corrections and complaints became more and more frequent, we increased the sophistication of our quality testing. This led to discoveries that meant we had a serious problem with the product line. Although these are still great markers, our manufacturer is now reporting a 30 to 40 percent fail rate before they are shipped to Stampin' Up!—which is unacceptable.

Q: How do I handle my defective or backordered items?

A:

I purchased Blendabilities and they are currently on backorder.	I selected Blendabilities as my SAB item. They are on backorder or are defective.	I selected Blendabilities as my Host Rewards/Stampin' Rewards redemption item. They are on backorder or are defective.	I purchased and received Blendabilities. They are defective.
<ul style="list-style-type: none">Do nothing. The refund will be automatically processed within the next month.	<ul style="list-style-type: none">Complete the survey or contact Demonstrator Support. (Please have your order number and replacement item number ready.)	<ul style="list-style-type: none">Contact Demonstrator Support. (Please have your order number and replacement item number ready.)	<ul style="list-style-type: none">Contact Demonstrator Support by June 15, 2015.

Q: How will customers (with backordered Blendabilities) be notified if they need to obtain a refund or select another product?

A: 1) Customers who purchased Blendabilities via the online store will be contacted by Stampin' Up!, so feel free to let them know that we'll be getting in touch with them. Watch for an e-mail with further instructions later this week. 2) We'll provide you with a list of customers requiring an item replacement (or refund) so you can work with them directly. Watch for an e-mail with further instructions later this week.

Q: What impact will a refund have on my sales and commissions?

A: We don't want to penalize our demonstrators because of these quality issues. Your sales will not be impacted; however, online orders or orders with customer payments will have the deferred income deducted from your next commission payment.

Q: Will Stampin' Up! refund shipping and tax on unshipped Blendabilities?

A: Yes.

Q: Why are we asking you to fill out a [survey](#) if you or your customer selected Blendabilities as a Sale-A-Bration redemption item and they were not shipped?

A: Filling out the online survey will expedite the process, allowing you to quickly and easily trade your Blendabilities for another Sale-A-Bration item. If you'd prefer to call or e-mail Demonstrator Support to trade your Blendabilities Sale-A-Bration item for another Sale-A-Bration item, you're welcome to do so.

Q: Can I replace my Blendabilities for non-defective Blendabilities?

A: No. We're returning our entire inventory of Blendabilities to the manufacturer.

Q: Why are my customers seeing "no results found" when they search for Blendabilities? How will they know that this product is no longer available?

A: The online store (under Ink and Coloring/Blendabilities) now includes messaging informing customers that the Blendabilities line has been discontinued. The search function can't be updated because of system restrictions.

Q: Is Stampin' Up! aware that they have put me in a difficult position?

A: We're acutely aware that the decision to pull the Blendabilities line is painful for both you and for your customers; it's also painful for all of us here at Stampin' Up! We carefully selected a reputable manufacturer whom we believed could produce high quality, alcohol-based markers. But with the manufacturer reporting that 30–40 percent of the product produced could not be shipped to Stampin' Up!, and with other defects being discovered by us when we tested the product here at Stampin' Up!, we've come to the conclusion that both our demonstrators and the company are in a no-win position. Due to the nature of the defect, the problem would only become more widespread. That leaves us with

only two possible courses of action: to keep selling the product (with uncertainty about whether the manufacturer could ever repair the defect) or withdraw it from our offering. We felt that we would rather pull the line than have you continue to try and sell a product with such a high fail rate and such an uncertain future.

Q: What are the positives coming out of this?

A: We've learned that alcohol-based markers are very popular with our demonstrators and customers. Knowing that you've enjoyed all of the coloring options provided by alcohol-based markers helps us chart a course for finding a reliable product line that will truly meet the needs of our demonstrators and customers. We also feel that pulling a product that does not meet our quality standards ultimately protects you and your business.

Q: I invested in Blendabilities. Now what?

A: We know that this is a very painful subject for many of you. We see your stake in this, and we know you've invested in this product with your customers. Many of you have purchased multiple packages of Blendabilities with the sole purpose of demonstrating them to your customers. Right now, we don't have an answer regarding how we will address this issue. We'll need time to do research and will let you know when we determine a course of action.

Q: If I placed my order before the items were turned off, will I receive them?

A: Most orders for Blendabilities placed on or before Thursday, February 26 were fulfilled.

Q: Can we expect that other backordered items currently turned off will go through the same process?

A: No. This situation came about because of a quality issue and is isolated to Blendabilities.

Q: Does this mean that Stampin' Up! is struggling financially?

A: No. Stampin' Up! is financially strong and stable. The decision to pull this product line was based on the need to end a product line that does not meet our quality standards. This decision will allow us to pursue other, more viable product options.

Q: If I selected Blendabilities as my Sale-A-Bration item and it is on backorder, do I have to choose another Sale-A-Bration item?

A: Yes. We have fourteen other Sale-A-Bration items from which to choose.

Q: Now that Blendabilities are no longer available as a Sale-A-Bration redemption item, will our remaining Sale-A-Bration items run out more quickly?

A: With Blendabilities no longer available as a Sale-A-Bration option, it is anticipated that the demand on other Sale-A-Bration items will be higher than forecasted. For that reason, all Sale-A-Bration items (with the exception of stamps) will now be "while supplies last."

Q: Will Sale-A-Bration be extended?

A: No.

Q: Should I hold on to my orders and wait until the Blendabilities issue is resolved?

A: No. This product is no longer available.

Q: Now that Blendabilities have been discontinued, can I cash and carry or place them on Internet auction sites?

A: You may cash and carry or sell Blendabilities on auction sites the day after the 2014–2015 annual catalogue sales period ends. Please see the demonstrator manual for policies regarding discontinued merchandise. We recommend that you test the product first.

The following products will no longer be available:

Item Number	Product Name
133624	Wild Wasabi Stampin' Blendabilities
133626	Soft Sky Stampin' Blendabilities
133625	Pink Pirouette Stampin' Blendabilities
133623	Bermuda Bay Stampin' Blendabilities
131002	Wisteria Wonder Assortment Blendabilities
131005	Smoky Slate Assortment Blendabilities
129370	Skin Tone Assortment Blendabilities
131003	Rich Razzleberry Assortment Blendabilities
130997	Pumpkin Pie Assortment Blendabilities
130999	Old Olive Assortment Blendabilities
131001	Night of Navy Assortment Blendabilities
130994	Melon Mambo Assortment Blendabilities
130998	Daffodil Delight Assortment Blendabilities
131004	Crumb Cake Assortment Blendabilities
129369	Color Lifter Blendabilities
130995	Cherry Cobbler Assortment Blendabilities
130996	Calypso Coral Assortment Blendabilities
131000	Coastal Cabana Assortment Blendabilities
139922	Sale-A-Bration Calypso Coral Blendabilities
139923	Sale-A-Bration Coastal Cabana Blendabilities
139924	Sale-A-Bration Cherry Cobbler Blendabilities
139925	Sale-A-Bration Crumb Cake Blendabilities
139926	Sale-A-Bration Daffodil Delight Blendabilities

139927	Sale-A-Bration Melon Mambo Blendabilities
139928	Sale-A-Bration Night of Navy Blendabilities
139929	Sale-A-Bration Old Olive Blendabilities
139930	Sale-A-Bration Pumpkin Pie Blendabilities
139931	Sale-A-Bration Rich Razzleberry Blendabilities
139932	Sale-A-Bration Smoky Slate Blendabilities
139934	Sale-A-Bration Wisteria Wonder Blendabilities