



# Emergency Medical Products Online Loyalty Rewards Program FAQs



## **How does the Emergency Medical Products online loyalty rewards program work?**

Points are awarded for the online purchase of certain loyalty branded products at published list prices. For a complete list of loyalty brands, see the listing provided at the end of our FAQs.

## **How do I sign up for the Emergency Medical Products online loyalty rewards program?**

Simply go to [www.buyemp.com](http://www.buyemp.com) and click on the online loyalty rewards program icon for more information and sign up. Membership is FREE!

## **How many points will I receive on purchases?**

Point values vary based on the brand of product purchased. Typical point awards are between 1 point and 3 points for every dollar spent on loyalty brands. Please see specific product pages for exact point details. For every 500 points earned and approved, you will be eligible for a \$10 credit that can be used on a future online purchase on any item(s) currently on our website. Points cannot be used on same day purchases. Points will only be eligible for review and subsequent approval once the product has shipped complete. Partial shipments will not be reviewed for approval until the product has shipped complete. Please see our terms and conditions for further details.

## **How do I redeem my earned points?**

Simply select the option to use loyalty points in checkout. Points may only be redeemed in 500 point increments, i.e., 500, 1000, 1500, etc.

## **How do I check the current status of points I have earned and points that are pending approval?**

Simply log in to your online account, go to your my account page, and click on the loyalty information link.

## **How often will my account status be updated?**

It may take up to 30 calendar days for approved points to be reflected on your online loyalty information page. Approved points will be uploaded to your account around the 1st of every month.

## **What if I phone, fax, or mail an order in? Can I earn points on those purchases?**

Our online loyalty rewards program is strictly for online purchases at this point in time. Purchasing online is the only way to earn points.

## **Will my points expire after a certain time frame?**

Points will expire on a rolling 12 month basis from the date they are approved and uploaded to your online loyalty information page.

## **What if I return an item for which I receive approved loyalty points?**

The points associated with the return will be deducted from your online loyalty account standing.

## **Will membership afford me other benefits?**

From time to time we will run exclusive online promotions with the ability to earn extra points on purchases of loyalty branded products. Promotions may allow for double, triple, or quadruple point multipliers.

## **What if I have specific questions regarding my membership or points earned?**

Please contact customer service at 800.558.6270.