

Trudy's Hallmark Discount/Coupon Policy

Employee Policy

Employee Discounts cannot be combined with reward certificates. The reason we do this is we do not make money on items discounted at 40%. This has to be a blanket policy no matter what level of discount an employee is at.

Employee discount cannot be combined with any item that is on promotion or sale. Examples include Tyler candles when buying 3 or more, Lampe Berger buy 10 get 1 free card, Vera Bradley coupon/postcard offers, sale product etc...

25% on Kendra Scott Jewelry and Loungefly. The discount on these lines is valid for current Trudy's Hallmark employees only

The employee discount can not be used towards Legos. Additional products may be added.

Employees can use reward certificates on sale merchandise, promotions, ect. but no employee discount can be given on top of that. Sale merchandise is items we are trying to move out to make room for new so we allow reward certificates.

The employee discount can be used by the employee, their spouse/legal domestic partner and dependent children under the age of 26 who live at home. Allowing others can result in immediate termination.

Employees can have layaways, but must follow the Employee layaway policy in the procedures manual.

Employees cannot place product on hold, unless authorized by the office.

Only managers and designated key holders can ring up employee purchases.

If something is limited qty such as limited qty keepsake ornaments and VIP bags then it must be offered to customers first. We will do our best to accommodate employees however we must fulfill customer requests first.

The employee discount policy is subject to change at any time per the Office.

Customer Policy

Reward certificates are treated like cash for customers so they can use it in combination with all promotions, coupons and sale.

We take expired reward certificates that are still scanning in the system, as a courtesy to our customers.

We take expired birthday and other non-reward certificate coupons up to 2 weeks past the date. The birthday coupon can be given back to customers and used their entire birth month.

Percentage coupons cannot be combined with other percentage coupons unless dividing up the transaction.

Make sure to read the fine print on coupons for exclusions. If a coupon does not allow on ornaments or other products then follow the exclusions. Standard exclusions include Keepsake Ornaments, Gift Cards, Layaways, Stamps, Pandora Allowing this to happen is grounds for immediate disciplinary action, up to termination..

Discounts and Promo coupons can not be used towards Lego Product.

The Lampe Berger Buy 10 get 1 free oil card: You cannot get a punch on a card if a percentage discount is used. It's either a punch or the discount. Customers can use a reward certificate and still get their punch as long as it is rung up full price.

Customers can hold product up to 3 days. Managers must go through holds weekly and put back items that have not been picked up or call customers to see if they still want.