



# Customer FAQ

## Mystery Box 2.0

### February 2018 Promotion

#### What is the Mystery Box promotion?

The Mystery Box Sale is our February 2018 monthly promotion. Filled with throwback retired product, there are two ways to receive a Mystery Box: purchase a Magical Mystery Box for \$25 (filled with product valued at over \$100 – excluding tax & shipping). Free Mystery Boxes have a product value of over \$50, which will be automatically added to your order for every \$100 spent. For additional excitement, five Golden Unicorns will make their way into five Magical Mystery Boxes throughout the month. Win a Golden Unicorn, and get a FREE Journey Girl Signature Tote Bag filled with current product – total value of \$175!\*

#### What are the dates of the Mystery Box promotion?

The Mystery Box promotion runs February 1 – 28.

#### Can I purchase four \$25 boxes, and still get the free box for making a \$100 purchase?

If you wish, sure! There is no limit to the number of boxes that may be purchased. However, the qualifying total cannot be combined across orders within a party...meaning if Julie orders \$50 and Sally orders \$55, neither will earn a Mystery Box.

#### If I receive multiple boxes, will I get different product?

Our Journey Crew will do their very best to pack boxes with consideration of multiple orders. Not every box will be identical. However, based on the availability of product, there is no guarantee. If a duplicated product is received, please share it with another crafter!

#### Do the sales count towards Journey Rewards?

Absolutely, yes! Every magical Mystery Box purchase adds to the order total, which accumulates towards your Journey rewards.

#### Will I be eligible for both a free Mystery Box and Bloom Benefits when my order reaches \$100 or more?

Yes! If your order is \$100, your order would be eligible for one free Mystery Box as well as \$100 in Bloom Benefits. If your individual order total is \$200 before tax and shipping, you would be eligible for two free Mystery Boxes plus Bloom Benefits.

#### What do I do if I get a Golden Unicorn?

If you are one of the five lucky recipients of the Golden Unicorn, there are three things to do to claim your winnings:

- Celebrate!
- Take a selfie with the unicorn and post on social media with #FSJmysterybox.
- Call Customer Support with the confirmation code that accompanied your unicorn and the Journey Crew will happily facilitate your winnings of a Signature Journey Girl Tote filled with current product.

*Please note that current product is based on availability, not to be selected by winners.*





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Is there a limit to the number of Mystery Boxes produced?

No, We will ensure that everyone who qualifies for a purchased Magical Mystery Box will receive one.

Why would I want to purchase throwback retired product? What can I do with it?

Retired products are perfect for gifts and donations, and are discounted quite a bit so that you can have new product to spark new creative projects!

If I miss purchasing a Magical Mystery Box in February, will I have an opportunity to purchase it at the discounted price afterwards if I contact the Journey Crew?

Unfortunately, the promotion is limited to the month of February only. However, there is always possibility to bring back the Mystery Box promotion for acquiring retired product in the future!

