

General Questions About the Free Shipping by MasterCard® Program

- [Why should I enroll in the Free Shipping by MasterCard program?](#)

That's simple: You can enjoy rebates of up to \$20 on 2-day shipping charges incurred while shopping at a variety of retailers. Subscribers of the complimentary program can receive 2-day shipping rebates at five top retailers — Macy's, Best Buy, QVC, Kohl's, and Walmart. Subscribers who upgrade to the premium service can receive 2-day shipping rebates at 30 popular retailers — 1-800 Flowers, AllPosters.com, Banana Republic, Barnes & Noble, Bath & Body Works, Eddie Bauer, Finish Line, Fossil, GAP, GameStop, Home Depot, HP, Ice.com, JCPenney, Jos A Bank, Nordstrom, Office Max, Old Navy, Omaha Steaks, PetCareRX, Sephora, Shutterfly, Target, Victoria's Secret, and Walgreens — for just \$69 per subscription year! Best of all, premium subscribers can receive up to \$1,500 per subscription year in 2-day shipping rebates on purchases made at these retailers.
- [If I have a question, whom may I contact?](#)

Use the Contact Us form to send us an email, and we'll get back to you generally within 24 hours (often much sooner!) Plus, our Customer Service Department can be reached toll-free by phone, 24 hours a day, 7 days a week, at 877-769-9725.
- [How can I cancel my upgraded subscription?](#)

Simply log in to the program website, and click on the "Account" link in the upper right side of your screen. Then click the "Update/Cancel Your Subscription" link, and follow the instructions provided. You can also email us your request by using our "Contact Us" form; our Customer Service Department will process your cancellation right away. Please note that if you cancel your premium subscription, you'll also be cancelling your complimentary subscription, so you'll no longer receive any of the benefits of the Free Shipping by MasterCard program.
- [Can I cancel my complimentary subscription?](#)

You can, but why would you want to? It's free! Nevertheless, if you want to cancel your free subscription, just log in to the program website, click on the "Account" link in the upper right side of your screen, click on the "Update/Cancel Your Subscription" link, and follow the instructions provided. You can also email us your request by using our "Contact Us" form; our Customer Service Department will process your cancellation right away. Please note that your complimentary subscription will expire at the end of the 6-month subscription term you agreed to when you enrolled in the program.
- [How do I receive my free 2-day shipping rebates?](#)

To be eligible for 2-day shipping rebates, you need to shop through the links on the "Shop" page of the Free Shipping by MasterCard website. Just click any retailer's logo to shop at that retailer's website. During check-out, be sure to select that retailer's 2-day shipping option*, and make sure you pay for your entire purchase with the MasterCard you used when registering for the Free Shipping by MasterCard program. When the retailer sends you an order confirmation email for your purchase, just forward that email to Rebates@FreeShippingbyMasterCard.com. Within 7-10 days of receiving and verifying your order, we'll process your submission, and a rebate will then be credited to your MasterCard account. (Please note that it can take one to two billing cycles for the rebate to appear on your MasterCard statement.)

*Retailers can refer to their 2-day shipping option in different ways. To see how each retailer refers to that option, simply click once on that retailer's logo on our "Shop" page.

- [What is IC *FREESHIPPINGMC.COM?](#)

IC *FREESHIPPINGMC.COM (Telephone Support: **877-769-9725**) is the billing descriptor that will be listed on your statement when you are charged a subscription fee.

Free, 2-Day Shipping Rebates

- [What are free, 2-day shipping rebates?](#)

Free, 2-day shipping rebates are a unique benefit available only to Free Shipping by MasterCard subscribers. Shop through the links on our website at any of the participating retailers, and request 2-day shipping at check-out. When you receive confirmation of your 2-day shipping charge, just email that to us, and we'll process your rebate and apply a credit of up to \$20 per order to your MasterCard account!

- [How many retail websites participate in the complimentary Free Shipping by MasterCard program?](#)

There are 5 participating retailers in the complimentary Free Shipping by MasterCard program: Macy's, Best Buy, QVC, Kohl's, and Walmart. Participating merchants may change from time to time.

- [How many retail websites participate in the premium Free Shipping by MasterCard program?](#)

There are 30 participating retailers in the premium Free Shipping by MasterCard program: 1-800 Flowers, AllPosters.com, Banana Republic, Barnes & Noble, Bath & Body Works, Eddie Bauer, Finish Line, Fossil, GAP, GameStop, Home Depot, HP, Ice.com, JCPenney, Jos A Bank, Nordstrom, Office Max, Old Navy, Omaha Steaks, PetCareRX, Sephora, Shutterfly, Target, Victoria's Secret, and Walgreens. Participating merchants may change from time to time.

- [Is there a limit to the number of rebates I can receive per retailer website?](#)

No, you can submit as many rebate requests per retailer website as you wish. However, subscribers of the complimentary service are limited to a maximum of \$500 in free, 2-day shipping rebates per subscription year. If you upgrade to the premium service, you can receive up to \$1,500 in free, 2-day shipping rebates per subscription year.

- [Is there a limit to how long I have to submit a request for my 2-day shipping rebates?](#)

Yes, rebate requests must be mailed within 30 days of the purchase date.

- [How long until my rebate is paid?](#)

Once we receive and verify your shipping-charge documentation, we'll process your rebate within 7-10 days, and your MasterCard issuer will then apply the credit to the MasterCard account you registered with the program. Please note that it can take one to two billing cycles for your rebate to appear on your MasterCard statement.

- [What information do I need to send to get my free, 2-day shipping rebate?](#)

Once you make a purchase at one of our participating retailers by shopping through the links on the "Shop" page of our website, the retailer will send you an order confirmation email. Just forward that email to us at Rebates@FreeShippingbyMasterCard.com; we'll process your rebate request within 7-10 days, and your rebate will then be applied to the MasterCard account you

used to enroll in the program. Please note that it can take one to two billing cycles for your rebate to appear on your MasterCard statement.

- [Why would my rebate claim be declined? What would disqualify me from receiving a free, 2-day shipping rebate?](#)

To be eligible for a 2-day shipping rebate on your purchase:

- You must begin your purchase process by clicking on a retailer's link on the Free Shipping by MasterCard "Shop" page.
- You must choose the retailer's 2-day shipping option at check-out.
- You must pay for the entire purchase, including 2-day shipping, using the MasterCard you registered with Free Shipping by MasterCard when you signed up or during a subsequent update of your subscription information.
- Within 30 days of the original purchase date, you must forward the order confirmation email you received from the retailer to Rebates@FreeShippingbyMasterCard.com.

If you forgot to do any of these things, your purchase will not qualify for a 2-day shipping rebate. Your rebate claim may also be denied if you've already reached the maximum rebate amount for your subscription term (\$500 for a complimentary subscription, and \$1,500 for a premium subscription).