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FREQUENTLY ASKED QUESTIONS

**GRATUITY + EMAILS**

***Q: When will I receive my gratuity?***

**A:** Gratuity is processed 5-7 business days after your session. Make sure you let us know your selected method, and that your email or mailing address is typed correctly – this will ensure there are no delays!

It’s also worth noting that a PayPal or Tango Card will generally arrive more quickly than a Check, due to the time it takes to mail.

***Q: Why do I need to provide my gratuity preference again? Isn’t my address, etc. on file?***

**A:**To make sure we have the most up-to-date addresses – and to make sure you know exactly where your gratuity will be sent – we like to check in every time. It’s important to us that your gratuity gets to you smoothly!

***Q: I already confirmed for this study. Why do I need to confirm to the reminder email as well?***

**A:** We really appreciate your confirmations! These are important so we can make sure everything is prepared for you at your session, and that you’re still available. We understand things can change between the time you first sign up and the study date.

**PREPARING FOR YOUR STUDY**

***Q: Will parking be free?***

**A:**Please see your confirmation or reminder email for specific instructions. If you parked onsite, you will need to provide the receptionist with the model, year, and license plate # of your vehicle.

***Q: What time do I need to arrive?***

**A:**Please arrive 10 minutes early so you have plenty of time to park and check-in. When you check-in, let reception know you are attending a usability study.

***Q: What do I need to bring?***

**A***:* Please be sure to bring a valid form of government issued identification, such as a driver’s license, state ID card, or passport. You may be asked to present this when checking in, and may be turned away from participating without it.

Some studies require you to bring a device, homework assignment, or other specified items to the session. If this applies to you, please check your email for more details – and don’t forget to take them with you!

If you wear glasses, please bring them with you, too! You may have to read printed documents.

***Q: So, what does this study entail?***

**A:** Typically, you will be working with a researcher and will be asked to complete a variety of tasks in a lab setting. Remember, our studies aim to test and improve products, not to test your knowledge! Your feedback is key in shaping product development!

***Q: I don’t live in the Seattle area. Can I still participate?***

**A:** Yes, we offer remote (online or by phone) studies in addition to in-person studies!

***Q: Can my child come to the session, too?***

**A:**Our apologies, but we ask that you do not bring children to the research facility, as childcare is not available. They will not be permitted to enter the session with you, and we want to make sure they’re safe!

***Q: Is there a limit to how many studies I can do?***

**A:**You can participate in as many studies as you’re scheduled for! However, please note that receiving gratuity over $599 (within one calendar year) will be considered taxable income, and you will need to complete a tax return form.

To keep participating without this limit, you can always choose to donate your gratuity (thank you!). Please see the email for a list of non-profits.

**PLAN CHANGES + CANCELLATIONS**

***Q: My plans have changed – how much notice do I need to provide if I need to cancel or reschedule my session?***

**A:** If you are no longer able to attend your session, please let us know as soon as possible! The sooner we know, the better chances are that we can reschedule you for a different time.

***Q: If I need to cancel last minute, will I still be eligible to participate in future studies?***

**A:** We definitely understand that last minute emergencies happen, and final decisions are made case by case! We ask that you give at least a 24-hour notice, if possible. The sooner we know, the easier it is for our team to reschedule your session.

However, please be aware that very last-minute cancellations, or giving us no notice at all, may lead to your removal from our participant database.

***Q: I’m running late! Can I still participate and receive gratuity?***

**A:** As our researchers are on a very tight schedule, late arrivals may not be able to participate or be eligible for gratuity. However, final decisions are made on a case by case basis. If you’re running late, please let us know ASAP at (425) 242-8030.

*Have a question that isn’t listed here? Feel free to get in touch with us at info@uriux.com.*

*Be yourself and don’t be afraid to provide honest feedback. We’re excited to hear your thoughts!*