**MySears Community FAQ**

**Why did MySears Community move to this new location?**

To give our members a better experience, we made some changes and moved closer to sears.com. Trust us, the new location is awesome. And the neighbors are really friendly.

**How can I provide feedback?**

Click on “Feedback” in the top navigation. Whether you’ve got a comment about the community or something else you’d like to tell us, we’d love to hear from you.

**How is my privacy being protected?**

We take your privacy seriously. To view all the steps being taken to ensure your privacy, please view our Privacy Policy.

**What are the community rules?**

Let’s start with the basics: no profanity, no inappropriate behavior and no personal attacks on others. We reserve the right to remove anything we feel is inappropriate. In other words, be nice and remember you’re a part of a community of real people. To learn more about the rules, please view our Terms & Conditions.

**How can I opt out of emails?**

TBD: Awaiting UXAs functionality to create opt out instructions.

**Where did all the store pages go?**

All the store pages have been moved to shopyourway.com.

**Where did the Ratings & Reviews go?**

All the Ratings & Reviews have been moved to sears.com. You can find them on the product description pages.

**Where did the Recognition Rewards Program go?**

We’re busy working to update our rewards program. We’ll tell you all the juicy details as soon as we’re done. In the meantime, check out shopyourway.com for other ways to get rewarded.

**What happened to the points and badges I had on the old MySears Community?**

We’re busy working to update our rewards program. We’ll tell you all the juicy details as soon as we’re done. In the meantime, check out shopyourway.com for other ways to get rewarded.

**What does it mean when somebody has a badge?**

Badges let you know when someone is a Community Team member. The Community Team is made up of smart cookies employed by us and trained to help you find the answers you’re looking for. Find out more on the badges page.

**How do I get help for my customer service issue or question?**

Click on “Customer Care” in the top navigation. You can post your question there and get an answer from the Community Team within 72 hours. If you need help even quicker, please see the Sears Customer Servicepage to find Customer Service phone numbers and emails.

FAQ Links

Terms & Conditions: TBD from legal (use the MySears one, not MyKmart)

Privacy Policy: TBD from legal (use the MySears one, not MyKmart)

Shop Your Way: <http://www.shopyourway.com/>

Sears: <http://www.sears.com/>

Sears Customer Service page: <http://www.sears.com/shc/s/nb_10153_12605_NB_CSHome>

Badges: TBD from developers (use the MySears one, not MyKmart)