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vistaprint®

VP Website Scavenger Hunt

1. Earlier today, you ordered 500 wedding invitations on the Vistaprint website. However, you notice that you have chosen the wrong paper stock. How can you **change the order**?

2. As a customer you would like to **cancel an order** because you wrote a wrong telephone number on your product. How can you do this and list two ways in which you can confirm if you have successfully cancelled an order?

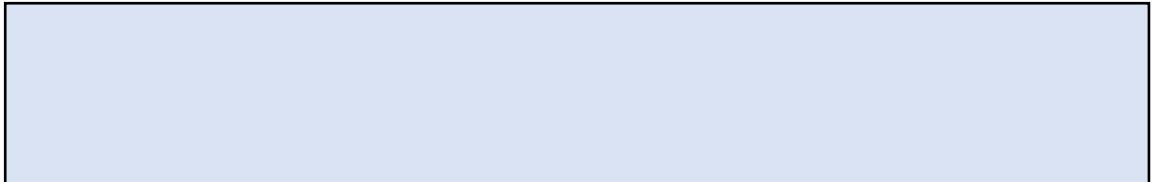
3. You need to **contact Vistaprint Customer Service** regarding an order you recently placed. What are the various channels you can contact Vistaprint Customer Service?

4. List ways how to order a **sample kit**? What does it include and how can a customer benefit from ordering one?

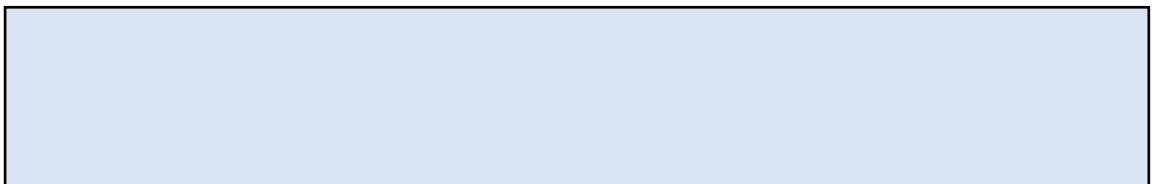
5. You own a computer shop and you are interested in a **broader selection of clothes, keyboards and mouses with your brand**. Does Vistaprint offer these kinds of products? If so, where would you go to find them?



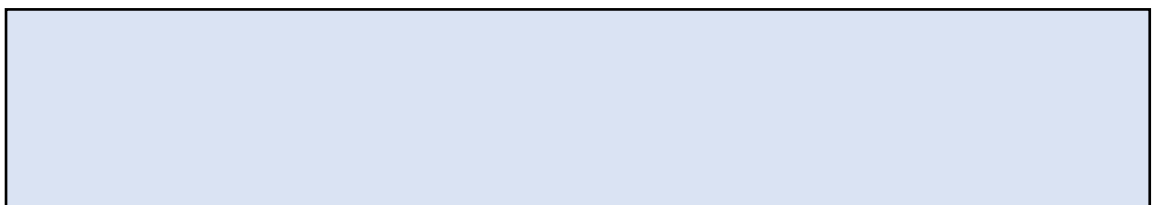
6. As a longtime customer you have been very satisfied with our products. You like to **refer Vistaprint to a friend** of yours. Does Vistaprint offer such a program?



7. You are ordering business cards at Vistaprint for the first time and notice that they offer **Brilliant Finishes**. However, you are not quite sure what that is. Where can you find more information about it and what kinds of Brilliant Finishes do we offer for this product?



8. It is 8:50 on a chilly Friday evening. You need to call Vistaprint for design help so that your order can be placed before the weekend. You are not sure if the customer service department is still open. Where can you locate this information on the site and is the **Customer Care Center still open**?



9. A customer ordered a T-Shirt and is **not satisfied** with the quality of the fabric. He was told about the Vistaprint satisfaction guarantee. What does it promise in detail and where to find the information about it?



10. You found an image on www.shutterstock.com that you really like. You save it to your computer and upload it to your design. Now you notice that there is a **watermark** on the image. Will the customer service delete the watermark from the image for you?



11. You created a Vistaprint account three weeks ago, and since then you have received over 15 emails from Vistaprint. You are frustrated with all the “spam” and want to **opt out of promotional emails** and offers. How long can it take for these emails to stop?



12. You are interested in ordering horizontal Flyers in the size of 5.5” x 8.5”. You want glossy paper with premium quality. What is the cost of 50 Flyers?

