



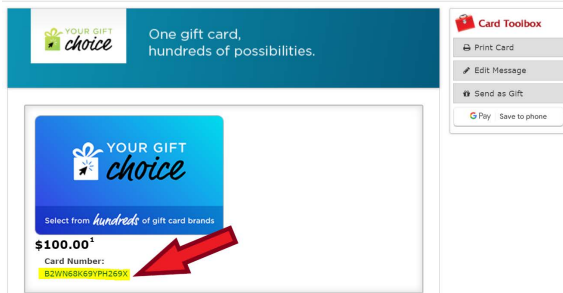
Frequently Asked Questions: Your E-Gift Choice Certificate

What email will I receive once I place my order?

Within 48 business hours of placing your order, you will receive an email from donotreply@vcdelivery.com, with the subject line: **Your Gift Choice e-Gift card is here**. If you do not see this email in your inbox, please check your spam or junk folder. The email will be sent to the email you use to sign in to the Essilor Preferred Rewards portal.

How do I redeem my E-Gift Choice certificate?

To redeem your certificate, follow the link in the email you receive, and then click on the card number listed. This will take you to the website to redeem your certificate for a gift card with your funds already added to your account.



For more information, please see this [redemption demo video](#).

How can I redeem multiple gift cards?

If you are trying to redeem multiple E-gift cards, please use higher denominations, and then once you receive the email confirmation you may split it into a different dollar amount.

Who should I contact if I am having issues with my E-Gift Choice certificate?

Please call the E-gift choice customer service team at (833) 662-7677 Monday - Friday from 8am – 8pm Eastern Time, You can also email your questions to questions_mn@engage.incomminctives.com.