

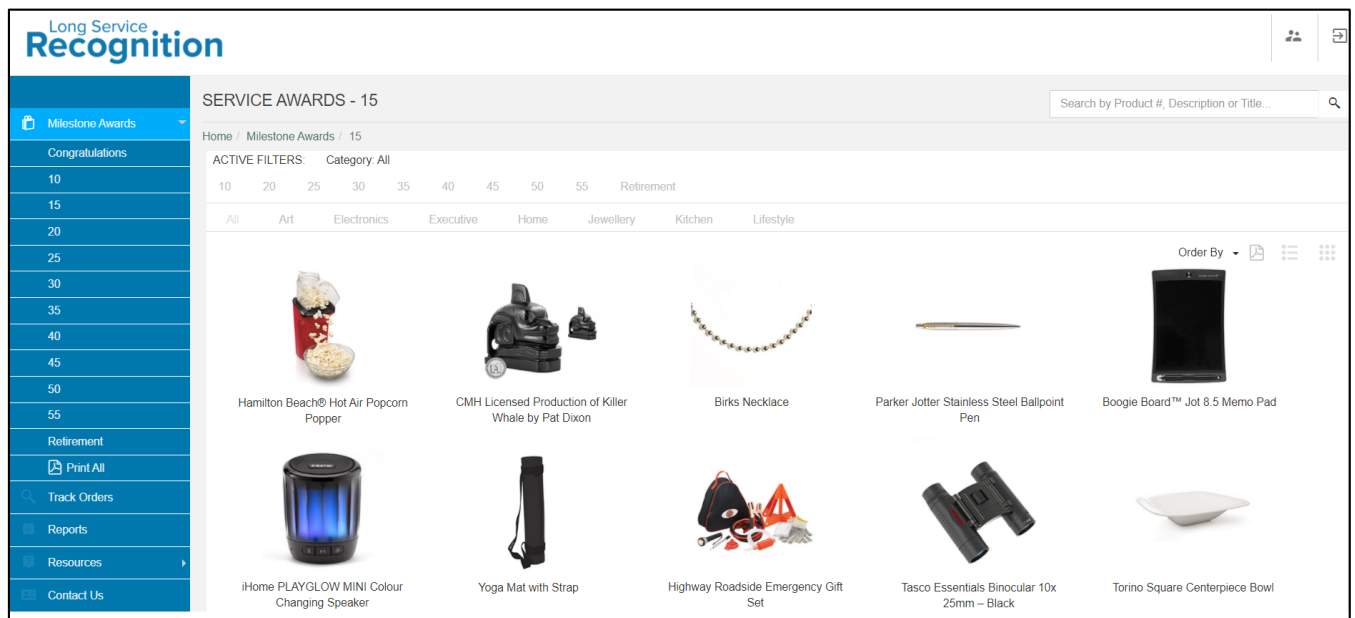
VCH Long Service Online Gift Catalogue Frequently Asked Questions

The Long Service gift catalogue is now closed. We wish to congratulate all of our long service recipients for their contributions to VCH.

The gift catalogue will be available to our 2021 long service recipients in the spring of 2022. The catalogue will feature new gift items and other enhancements that will make selecting a gift a great experience for recipients.

What does the online gift catalogue look like?

The online gift catalogue is designed to be user-friendly and easy to use. Service milestone levels are indicated in the left navigation, along with an FAQ and links to customer support. Gifts can be displayed in list or thumbnail views. Once you have selected your gift, you will enter in your own home address shipping information and then place your order.



Pictured: the online gift catalogue, featuring some of the gifts available in the 15-year category.

How will I order my gift?

When the catalogue is made available in spring 2022, eligible recipients will receive an email from the VCH Recognition team letting you know how you will be able to order your gift.

Can I order another gift for a past milestone?

The long service gift catalogue is not retroactive and came into effect for 2018 10+ year milestone recipients. Service gifts are not retroactive.

Is it possible to monitor the order status of my gift selection?

Yes, if you would like to monitor your order status, click on the “Track Your Orders” button in the left navigation menu within the online catalogue to view the status of your order. You can also contact Rideau Recognition Solutions Client Services at 1-877-550-8115 (Monday to Friday 5am - 6pm PT, and Saturdays 6am - 2pm PT) or by email at CustomerSupport@MyVistance.com or online at <https://vchrecognition.myvistance.com/#/ContactUs>.

May I exchange the gift if I am not happy with it?

In North America, recipients may return their original item and make an alternative selection within 30 days of receipt, provided that the item is returned unused in the original packaging with all original documentation and has not been customized and/or altered in any way. Please contact Rideau Recognition Solutions Client Services at 1-877-550-8115 (Monday to Friday 5am - 6pm PT, and Saturdays 6am - 2pm PT) or by email at CustomerSupport@MyVistance.com or online at <https://vchrecognition.myvistance.com/#/ContactUs>. Returns should be sent directly to Rideau Recognition and not the VCH Recognition team. All products carry a lifetime guarantee with the exception of electronics, appliances, optical products and luggage. Recipients are responsible to complete the manufacturer’s warranty card and send it to the manufacturer when applicable.

Once I have made a selection and ordered, when will I receive my gift?

After you have placed your order, it will be processed and shipped to the address you specify when you ordered your gift. The average processing time is between 4 to 6 weeks.

What do I do if there is a problem with my gift (received an extra gift, gift is the wrong item or damaged)?

Please contact Rideau Recognition Solutions Client Services at 1-877-550-8115 (Monday to Friday 5am - 6pm PT, and Saturdays 6am - 2pm PT). They can also be reached by email at CustomerSupport@MyVistance.com or online at <https://vchrecognition.myvistance.com/#/ContactUs>.

Is the information I enter during the order process secure?

Yes. After you submit your order, all information processed uses 128 bit SSL encryption. This means that if a third party intercepts the information as it travels across the network, it cannot be read.

Customer Support

For any questions and additional support please contact Rideau Recognition Solutions Client Services at 1-877-550-8115 (Monday to Friday 5am - 6pm PT, and Saturdays 6am - 2pm PT). They can also be reached by email at CustomerSupport@MyVistance.com or online at <https://vchrecognition.myvistance.com/#/ContactUs>.