

KUHL - LINSCOMB

THE DESIGN AND LIFESTYLE STORE

Welcome to the Kuhl-Linscomb Gift Registry! In today's world, unlimited choices, a wide price range, and attentive service are all important to you. We have 70,000 square feet of interesting, unique, unbelievable finds spread over a five-building campus. Our unique service makes your registry experience as easy and enjoyable as possible.

FREQUENTLY ASKED QUESTIONS

How can I register for gifts with Kuhl-Linscomb?

It's easy! Just contact our registry department and set an appointment to begin the registry process. Please call us at 713.520.4015 or 713.520.4056 or e-mail us at giftregistry@kuhl-linscomb.com to schedule an appointment. A knowledgeable associate will help you select the perfect merchandise for your registry. Registries can include merchandise from any department. For a listing of our vendors and product lines, please visit www.kuhl-linscomb.com/products. Registering is available in-store only.

When should I register?

We recommend you register 4-5 months before your wedding/event. This allows enough time for family and friends to purchase gifts for congratulatory parties and showers, as well as your big day.

What does credit-based registry mean with the Kuhl-Linscomb Preferred Registry Option?

Instead of receiving a physical gift, you receive an email notification which includes a gift description, the purchaser and a personal message. We maintain a record of this same information plus the value of the gifts purchased and the credit you build in your registry account. At your convenience, typically after the wedding or event, you may use your Credit Balance to fulfill your registry—whether you choose to fulfill your registry exactly as you originally planned or purchase other items available at Kuhl-Linscomb.

If I choose the Kuhl-Linscomb Preferred Registry Option, can my guests buy me a physical gift?

Yes, your guests always have the option to take a physical gift from our current inventory. When your guests visit KL, they can view a copy of your registry and have the option to purchase store credit for your registry account or purchase a physical gift. If the item is in stock, the guest may purchase it and Kuhl-Linscomb gladly offers complimentary gift wrap on all in-store purchases. Please note, Kuhl-Linscomb wraps all gifts with extreme care. *Kuhl-Linscomb cannot be held responsible for gifts damaged after they leave the premises.*

If the item selected is not in stock, we highly recommend the customer has a notification card sent and a Store Credit for the cost of the merchandise will be applied to your Credit Balance. Essentially, it is the same process as an online purchase. If the item is not in stock and the customer requests the gift be Special Ordered at that moment, then the merchandise is final sale and the gift cannot be exchanged or returned. Kuhl-Linscomb will clearly explain this no-return policy on Special Orders to the customer and will explain that you, the Registrant, will be contacted for approval before the Special Order can be finalized. You will have the option to ask Kuhl-Linscomb not to process the Special Order. *However, Kuhl-Linscomb cannot be held responsible if the customer places a Special Order for an item outside of the Registry Process. All Special Order Terms and Conditions are applicable in this situation.*

How do I know which items to include in my registry?

Have no fear! Our dedicated Registry Specialists will help you every step of the way. You can also refer to our handy registry checklist to make sure you have all your bases covered!

Can I make changes to my registry after I have created it?

Yes, of course! Simply contact our Registry Specialists by e-mailing giftregistry@kubl-linscomb.com or calling 713.520.4015 or 713.520.4056 to make modifications at your leisure. You can also schedule an appointment to come back into the store and make additions or deletions to your registry from any department, at any time.

Where can gifts from my registry be purchased?

Gifts can be purchased online, over the phone, or in the store. When purchasing a gift online or over the phone for a registry, the purchaser will receive a confirmation via e-mail which will include their receipt. The purchaser is also given the option of including a personal message for the notification card. You will receive the notification card via e-mail informing you about the details of the purchase and a Store Credit in the amount of the purchase will be issued to your registry. *Items purchased from your online registry will not be ordered or shipped anywhere unless you decide to purchase/order them.*

How do I know that an item has been purchased from my registry?

The easiest way to find out is to check your registry on the KL website, item quantities are updated after gifts are purchased. Please allow 1-3 business days for new purchases to be reflected on your registry. And remember, you can always contact our Registry Specialists with any questions or concerns.

Do I need to do anything when I receive a gift notification via email?

Not necessarily, gift notifications simply let you know that the value for the specified item(s) has been added to your accrued Credit Balance. The email notifications are provided as helpful aids when writing thank you notes to your guests.

Do I need to do anything if I receive an embossed card describing the gift purchased?

No, embossed cards are the same as receiving an email notification and the same three aforementioned options apply. Embossed cards are provided when your guest wants to present you with a physical gift, instead of us emailing the gift details to you.

What if I receive a gift and it is not listed on my registry record?

Sometimes customers do not notify us that their purchase is for a registry. If you receive a gift not on your record, simply contact a Registry Specialist to provide gift details and the purchaser's name; we can then research the receipt and add it to your registry record.

Can I return a physical gift or a broken gift?

You can return any gifts from KL within 30 days of the purchase date or wedding/event date. If you receive broken merchandise, we will offer a 30% discount on a replacement piece. Kuhl-Linscomb does not sell or wrap broken gifts and therefore cannot be held responsible for accidents that occur once a gift leaves our store.

What if I receive a physical gift that is not on my registry and would like to return it?

You can return the gift for a Kuhl-Linscomb Gift Card. Store credit is reserved for registry purchases and returns only.

How do I access my Credit Balance?

Visit any register at Kuhl-Linscomb and present a valid ID in order to gain access to your Credit Balance. It works just like money and can be used to purchase any item at our store, even if it is not on your registry.

How and when can I use my accrued Credit Balance?

You can use your Credit Balance for gift-fulfillment (of items on or off your registry) at any time. It is typically easier for you to wait to complete your fulfillment after your wedding/event. Appointments, although not required, enable us to dedicate uninterrupted time to assist you with your fulfillment decisions. You have three options regarding your Credit Balance:

- Option 1: Wait and use your Credit Balance after your wedding/event once you have received and are aware of all gift purchases.
- Option 2: If you want a specific gift now and we have the merchandise in stock, we will hold it for you to pick up from KL.
- Option 3: If we do not carry the gift as a stock item and you want it now, we can place a Special Order for you. Special Orders are final sale and cannot be returned.

Can anyone other than myself access my Credit Balance?

Store Credit given to the Registrant as a result of gift purchases are the property of the Registrant. If permission is granted by the Registrant and someone other than the Registrant uses the Registrant's Credit Balance, the transaction must be handled by a Registry Specialist who will then verify that the individual has permission to do so. If you choose to designate someone else to act on your behalf and access your Store Credit, they will be given the same level of access as you, the Registrant. Kuhl-Linscomb does not notify the Registrant when Store Credit is used by either the Registrant or anyone authorized by the Registrant.

How do I make purchases to fulfill my registry?

Schedule a fulfillment appointment with one of our Registry Specialists after your wedding/event. Our specialists will help you order all the items you desire with your accrued Credit Balance.

If I choose the Kuhl-Linscomb Preferred Registry Option, can my guests purchase a physical gift for me?

Yes, your guests always have the option to purchase a physical gift from our store. If the item is not in stock, we provide the option of an embossed card describing the gift, wrapped in our signature Kuhl-Linscomb paper and ribbon for the guest to take to the event.

Do I need to keep the cards or save the email notifications?

No, we keep an ongoing record of all gifts. It will include online or in-store purchases and physical gifts. It will list date of purchase, purchaser's name, item description, transaction total, discounts and the personal message from your guest. This is available to you upon request by contacting our Gift Registry department.

What if the price on a registry item changes from the time I register for it and when I actually purchase it?

You pay the current price for the item at the time of purchase from the sales floor or when you place a Special Order. Because you can place Special Orders or purchase the item weeks or even months after the original gift was purchased for you, you are responsible for all price fluctuations.

How long do registries stay active?

Gift registries remain active for 1 year after the registrants' event date. They are then removed from the Kuhl-Linscomb website and any remaining Store Credit will be converted to a KL Gift Card. Our Gift Cards do not expire and there are no fees associated with retention or use.

Are there any incentives for Kuhl-Linscomb registrants?

We are honored to help you during such an exciting time in your life and we want to make your registry experience even more rewarding. During your initial registry appointment, our Gift Registry Specialists will explain the special KL incentives available to applicable registrants.