

Q. How will the company use the survey results?

A. The purpose of the community is to receive high-quality input from you, as part of our engaged, representative group of customers. Anonymous survey results will be shared with relevant business teams to influence changes to things such as fashion, store/online experience, marketing, and other key decisions.

Q. How will I know if there is an activity for me to complete?

A. You will receive an email with a link to the survey or discussion to complete. You're not obligated to participate; however, you may become classified as inactive if you don't participate over an extended period of time.

Note: Inactive members may be removed from the community.

Q. How frequently will I be invited to share my opinion?

A. Generally between 1-4 times per month. While there may be surveys and discussion invitations every month, this doesn't necessarily mean every member will be invited to participate each time.

Q. How long will surveys take to complete?

A. We know that your time is valuable, so we try to keep our surveys short. Typically they will take 5 to 10 minutes to complete, though occasionally they may be longer if we need your in-depth opinion on a topic.

Q. Who will see my survey answers?

A. Your privacy is of the utmost importance to us. Please review the privacy policy for full details regarding who will see survey answers [link to privacy policy]

Q. Can I see the answers to surveys?

A. In order to protect the privacy of fellow community members, we will not share full survey results. We will periodically provide result highlights and updates on how the information was used to impact our brands.

Q. How can I be eligible to win sweepstakes?

A. Please refer to the sweepstakes rules for all sweepstakes related questions. [link to sweepstakes rules]

Q. Are there any fees or costs?

A. No. Community membership is completely free and we hope you find the influence you have in shaping our brands to be fun and rewarding.

Q. Do I need special hardware or software?

A. No. Almost any modern computer with Internet access is sufficient to complete our surveys.

Q. Can I take surveys on my phone?

A. Yes, the majority of surveys will be compatible with phones.

Q. My password is not working when I return to the portal page.

A. If you have been re-directed to the community portal page after completing the questionnaire, you do not need to login to submit your answers. They are already registered. You are re-directed to the community portal page by default should you wish to update or change any of your account information. If you have not yet received and clicked the link in your email to confirm your registration, you will not be able to log into the community. Check your email for this confirmation and follow the steps to complete your entrance into the community.

When logging in, make sure you don't enter any unnecessary spaces before or after your email address or password. The system reads blank spaces as extra characters.

Q. I can't remember my password.

A. If you cannot remember your password, simply click on the "Forgot Password" button on the community login page and enter your email address into the required field to have it emailed to yourself. If you continue to experience problems you can click on the "Submit my issue to the support team below", and ask for assistance.

Q. I can't login; I get an "email does not exist" message when I try to login.

A. If you did not complete the first study you were invited to and click the link in your confirmation email, you are not fully registered in the community. If you have completed these steps and still cannot login, try closing the portal page and returning in a few minutes.

Check your Inbox and Junk Mail folder for the confirmation email; depending on your email provider, it may have been directed to your Junk Mail folder.

Q. I am not needed to complete this study. Why?

A. We thank you for your active participation in the community.

Each community is made up of a number of categories with a specific quota to ensure the community distribution is accurately represented. It can be that, based on the answers that you have submitted, one or more of the category quotas that you fall into has already been filled.

Q. I didn't receive the confirmation e-mail.

A. This may be the result of one of two things:

1. Depending on your email provider and your personal email settings, some emails sent from an automated system may be diverted directly into your Junk Mail folder. To avoid this, you can add our address to your safe list or address book.

2. Please check if you may have entered your email address incorrectly, in which case your confirmation may have been sent to an invalid address. If this has happened, you will need to fill out the questionnaire again. Always type carefully when you respond to survey questions to avoid this from happening.

Q. I would like to unsubscribe.

A. At any time you may click on any of the "To unsubscribe click here" links, which you can find at the bottom of all our email communications. An unsubscribe confirmation page will launch, please click on the 'unsubscribe' button to confirm.

Q. I would like to update my email address.

A. You may change your email address anytime by simply logging into the community and clicking "change email" under the "User Profile Information" section.

Q. What do I do if I experience technical difficulties?

A. Please click the technical support link found in the footer below.