

**If you have tried to apply your coupon or promotional code, but did not see the discount reflected, please take the following steps:**

- Check the fine print of the promotional details for any product exclusions or exceptions that may have stopped the code from being applied.
- Many of Kraftwurx promotional offerings cannot be combined with other Kraftwurx promotions or discounts, including automatically applied bulk discounts.

When ordering multiple items within a general product type ("apparel" for example), you received a special quantity based discount off of the standard price of the items being purchased. Our system is designed to automatically detect and apply the best value of those existing promotions to the shopping cart during checkout. In cases where a bulk discount is applicable, the Kraftwurx cart detects whether the promotional code you entered will result in a greater discount than the bulk pricing. It then applies the greater of the two discounts to your order.

In these cases, it is in your best interest to accept the discount as is. The application of the advertised promotion, instead of the bulk pricing, would likely incur a greater cost to you.

### Some Special Notes About Promotions:

- **Promotions** are designed to alter/reduce the price of the offered product or service. You must select the specified service at checkout to take advantage of the promotion. For example, a promotion for an upgrade to overnight shipping will present an overnight option, on the shipping selection page of checkout, for the ground shipping price. You would need to choose the overnight option to take advantage of that particular promotion.

-

- **Discount Coupons** offer a designated discount percentage off of the retail price. You must enter the promo code upon checkout to take advantage of the promotion.

- In both cases noted above, the discounted service is not selected automatically for you. You must make the selection or choose the applicable shipping service on your order.

- If you do not take advantage of the promotion at checkout, it may *not* be retroactively applied.

- Nearly all Kraftwurx promotions are subject to restrictions based on product type and/or quantities ordered. See your specific promotion's legal copies for details.