welcome to
QVC’s SELF-SERVICE OPTIONS

AUTOMATED ORDERING
1-800-345-1212

AUTOMATED CUSTOMER SERVICE
1-800-367-9444

ONLINE SHOPPING & SELF-SERVICES
QVC.com

QVC ON MOBILE DEVICE
For security reasons, when you access your account using our phone Self-Services or services on QVC.com, you will be prompted for your PIN (Personal Identification Number).

**If you don’t have a PIN,**
call 1-800-345-1515 and a Customer Representative will assist you. If you call our phone Self-Services or a Customer Representative from a phone number other than the one listed on your account, you will be prompted for the ten-digit phone number listed on your account or your eight-digit QVC customer number.

**If you forget your PIN,**
it can be emailed to you within minutes with our “Forgot Your PIN?” feature when logging into QVC.com.

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Automated Ordering is as easy as 12...12

CALL 1-800-345-1212

using any touchtone phone and follow these simple instructions.

Press:

1 To order the on-air item.

2 To order a QVC Gift Card or the previous on-air item.

3 To order using an item number.

4 For the Today’s Special Value® product.

5 To check an item’s availability and price using an item number.

6 For these other services:  
   • QCard® application options  
   • Hear more about Automated Ordering  
   • Change your four-digit PIN

8 To hear your choices again.

0 To speak with a Customer Representative.

Please note: Smartphone keypads may not have all letters associated to numbers in the same way that telephones do. Therefore, you may need to utilize a keypad function to ensure the correct letters are recognized by our Automated Systems for item numbers.
Automated Ordering is as easy as 12...12
CALL 1-800-345-1212

These features are also available

**Speed Ordering:** A quick and easy ordering method when you want to use your QCard® or other credit card on file. Orders are shipped via the standard delivery method and any available customer credits on file or special payment terms offered with the item (such as Easy Pay) are automatically applied.

**Step-by-step Ordering:** Gives you choices for payment options (including redemption of QVC® Gift Cards), faster delivery service and the ship-to address on your account.

**Reserve Your Item:** Allows you to get your order started and reserve the item you want if all our Customer Representatives are busy when calling 1-800-345-1515. You may continue with Automated Ordering or hold on to complete your order with a Customer Representative.

**Timesaver Tip:** It’s not necessary to listen to the entire menu if you know the selection you want. Simply press the appropriate number after you hear “Welcome to QVC.”

**Please Note:** You cannot use Automated Ordering to send items to other ship-to addresses or entries in your online address book.
Automated Customer Service

CALL 1-800-367-9444
using any touchtone phone and follow these simple instructions.

Press:

1 To check if your order has shipped, to cancel an item or to verify that your check payment was received.

2 For information on a returned item or return instructions.

3 For Auto-Delivery plan inquiries, QCARD account information, to immediately apply for a QCARD or to request a QCARD application.

4 To place an order or check stock availability, or approve shipment of a waitlist order.

5 For these other services:
   • Request a program guide.
   • Hear our mailing addresses.
   • Change your four-digit PIN.

8 To hear your choices again.

0 To speak with a Customer Representative.

Please note: Smartphone keypads may not have all letters associated to numbers in the same way that telephones do. Therefore, you may need to utilize a keypad function to ensure the correct letters are recognized by our Automated Systems for item numbers.
Customer Service
This provides an overview of all our online self-service features.

Self-Services
With My Account and Order Status*, you can access all your order information for the past 18 months (whether placed online or on the phone), including status on deliveries, returns and Auto-Delivery plans. The online address book provides quick and easy shipping to family and friends.

E-mail Services
We’ll keep you up to date by providing shipping and returns confirmations and other customer service-related correspondence. You can also sign up to receive eNewsletters and Today’s Special Value® notifications and e-mail reminders for shows or personal occasions.

*For your protection, My Account and Order Status require you to log in first with your e-mail address or customer number and your PIN.
QVC iPhone App
iPhone and iPod Touch users can shop QVC anywhere, staying in the know while you’re on the go. Search products, Speed Buy® items and never miss another Today’s Special Value item with this free, easy-to-use application. iTunes must be installed to visit the App Store.

Easy-to-Navigate Home Page
Easily view our Today’s Special Value offer, One Time Only Values, Item On Air and Items Recently On Air all in one place.

QVC Mobile (m.qvc.com)
QVC in the palm of your hand! Go to http://m.qvc.com on your cell phone to browse product information and programming and place orders. Here’s how to get started:

1. First, make sure your cell phone is web-enabled. Open an Internet browser on your cell phone.

2. Enter the URL http://m.qvc.com

3. Scroll through the options and use the handset controls to navigate the site.

To purchase an item, click the Speed Buy link on any product page. We’ll use your default shipping and payment settings.

Standard usage rates apply. Please contact your provider for any applicable costs.
**Text Ordering**

Using your cell phone...

1. Text the item number you’d like to buy to 78246 (QVCGO).
2. We’ll reply with a message confirming the item number and the total cost of the product including Standard S&H and tax.
3. Reply with your QVC PIN to verify your order. The default shipping and payment information on your account and quantity of “1” will be used.
4. Once your order information is confirmed, you’ll receive another message with your order number and estimated delivery date.

*To continue shopping, just text message the next item number you’re interested in purchasing.*

**Text Alerts**

No matter where you are, you’ll never be far from our hottest offers. Simply sign up for QVC mobile alerts, and we’ll text our latest promotions right to your cell phone! You can even customize your alerts to include:

1. Our *Today’s Special Value* offers and One Time Only Values—pick all or just some categories.
2. Limited-time deals and Insider programming alerts
3. Special events and surprises

Standard text messaging rates apply. Please contact your provider for any applicable text message costs.
HAPPY SHOPPING!

WE WOULD LIKE TO HEAR FROM YOU.

If you have feedback for us on our Automated Services, please email us at vru@qvc.com.

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